

JANE DOE

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(555) 456-7890

EDUCATION

Bachelor of Business Administration

The Ohio State University
Columbus, OH
August 2015 - December 2019

- Academic experience in finance, accounting, communication, and statistics

KEY SKILLS

- Academic experience with bookkeeping and accounting software
- Customer service expertise
- Excellent written and verbal communication skills
- Expert Microsoft Office skills

Recent college graduate with a background in business administration and marketing. Passionate about providing peerless customer service and excellent support to both internal employees and external customers and clients.

JOB EXPERIENCE

Admissions Office Receptionist

College Office of Admissions, New York City, NY | August 2018 – Present

- Served as office receptionist, including greeting prospective students, providing paperwork, scheduling tours and coordinating interviews with admissions counselors
- Answered phones from prospective students and their families, providing information about application status and transferring calls as needed
- Processed student information, including sorting mail and entering data received into the applicant management system

Customer Service Representative

ABC Call Center, New York City, NY | Summers, 2016 – 2018

- Answered phones in a call center environment, speaking with customers nationwide to support product and service challenges
- Successfully navigated customer complaints to find satisfactory resolutions to common problems, including shipping delays, incorrect shipments, damaged products and customer dissatisfaction
- Named Employee of the Month in June 2019 due to excellent customer satisfaction ratings