

Sample Name

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Enter Job Position Here - Company / Location

MONTH YEAR - Present

- Helped train new customer service employees regarding company policies and communication standards.
- Maintained a good schedule to help customers efficiently without making them feel rushed.
- Learned new ways to communicate with customers and provide helpful customer service.
- Used technology to help automate basic customer service tasks to help the team save time and money.
- Answered questions from other customer service representatives when the manager was unavailable to keep work moving.

Enter Job Position Here - Company / Location

MONTH YEAR – MONTH YEAR

- Spoke on the phone with customers to help answer more complex queries and solve problems.
- Transferred customer calls to the department that could offer more assistance than a general customer support line.
- Learned how to provide customer service via phone, chat, and email and managed various responses throughout the workday.
- Improved response times to keep customers from experiencing long wait times on the phones.
- Developed a chatbot to answer basic inquiries on the company website to reduce active customer calls.

Project Experience

- Helped the manager create a more efficient employee schedule to ensure proper coverage of the phone lines.
- Created a set of default responses for customer service reps to use to help speed up response times.
- Worked with management to upgrade computers and phones to increase efficiency.

Education

Bachelor of Arts in Communication - University of Idaho

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Master of Arts in Communication - University of Colorado

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Time management
- Works well with people
- Able to adapt to new technologies
- Understands data
- Teamwork

Licenses & Accreditations

Licenses Licenses & Accreditations

- Hubspot certification
- Monday.com certification