

# NAME

TITLE

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

## Profile

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## Experience

**Enter Job Position Here** - Company / Location

*MONTH YEAR - Present*

- Assisted customers with billing issues and resolved their financial accounts with the company.
- Directed customer inquiries to the proper department to make sure customers received the right help they needed.
- Responded to emails and chat requests from customers to answer questions and help solve problems.
- Worked with the customer service manager to ensure the team stayed on track with assisting customers.
- Answered the phone and offered basic assistance to customers regarding account questions and more.

**Enter Job Position Here** - Company / Location

*MONTH YEAR – MONTH YEAR*

- Greeted customers upon entering the office to help make them feel welcome in the space.
- Followed up with customers to ensure the team helped resolve their issue and worked with them more if not.
- Worked with managers and coworkers to help customers when unable to do so alone.
- Attended regular team meetings and training sessions to stay on top of changes within the company.
- Learned about new products and services from the company to share with customers to help solve their problems.

### Project Experience

- Organized a list of popular customer complaints and developed a phone script for each complaint.
- Assisted other employees in a shift to a new customer service system by teaching them new technology.
- Worked with the manager to come up with new, innovative ways to provide customer service, such as through social media.

## Education

**Bachelor of Arts in Communication** - X State Univ.

*MONTH YEAR*

- GPA: LIST
- Cum Laude
- AWARD

**DEPARTMENT - SCHOOL**

*May 2009*

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Good at listening
- Can empathize with customers
- Patient when speaking with others
- Understands multiple languages
- Able to work as part of a team

## Licenses & Accreditations

### Licenses Licenses & Accreditations

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