

# NAME

TITLE

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

## Profile

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## Experience

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

*MONTH YEAR - Present*

- Trained to assist customers with problems related to returns to offer more assistance than a general representative.
- Worked with managers and other employees to offer more advanced help to customers.
- Took phone call transfers from general customer service reps to ensure customers got the help they needed.
- Contacted customers after a phone or chat exchange to ensure the company fixed all of the issues with their order.
- Assisted other customer service team members regarding customer problems and complaints.

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

*MONTH YEAR – MONTH YEAR*

- Worked with managers and other representatives to resolve as many complaints as possible within a day.
- Learned how to provide basic support to various departments of the company and speed up response times to customers.
- Reviewed and followed customer service phone and chat scripts to ensure responses stayed on brand.
- Asked for help when unable to answer a customer's question or resolve their complaint alone.
- Trained on phone and chat support to help the team assist more customers and avoid wasting time during the day.

### Project Experience

- Drafted customer service response scripts for specific complaints, such as billing, refunds, and delayed orders.
- Helped train other customer service representatives on how to solve particular problems.
- Organized a list of phone numbers for different departments to help facilitate phone transfers.

## Education

**Bachelor of Communication with a minor in Finance** - X State Univ.

*MONTH YEAR*

- GPA: LIST
- AWARD
- AWARD

**DEPARTMENT - SCHOOL**

*May 2009*

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Learns quickly
- Able to stay calm when speaking with difficult customers
- Can empathize with others
- Works well with a team
- Good at managing time

## Licenses & Accreditations

### Licenses Licenses & Accreditations

- Hootsuite certification
- Quickbooks certification