

# NAME

TITLE

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

## Profile

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## Experience

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

*MONTH YEAR - Present*

- Filled in for the manager when the manager was out of the office, including in the evenings and weekends.
- Assisted other customer service representatives with basic customer questions and complaints.
- Optimized customer service response times to minimize time wasted for employees and customers.
- Developed a list of phone numbers for representatives to use when they needed more specific assistance.
- Trained new customer service representatives on how to use the system and help solve basic complaints.

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

*MONTH YEAR – MONTH YEAR*

- Learned how to provide customer support on the phone, through chat, with email, and in social media private messages.
- Wrote a list of scripts for phone greetings and to help answer popular customer questions.
- Developed a knowledge base to add to the company website for basic inquiries to help save time.
- Assisted customers with simple problems and referred them to other departments when necessary.
- Received customer service training to learn how to talk to people and empathize with them while solving their problems.

### Project Experience

- Created a basic weekly schedule template for the managers and supervisors to use to schedule customer service personnel.
- Helped create a more efficient training manual for new customer service representatives to use.
- Worked with the development team to create a fully-automated chatbot to answer simple customer questions.

## Education

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

*MONTH YEAR*

- GPA: LIST
- AWARD
- AWARD

**DEPARTMENT** - SCHOOL

*MONTH YEAR*

- GPA: LIST
- AWARD
- AWARD

## Skills

### Expertise

- Able to work with people
- Good at managing time
- Learns new software fast
- Speaks multiple languages
- Can speak calmly to customers and employees

## Licenses & Accreditations

### Licenses Licenses & Accreditations

- Monday.com certification