

NAME

TITLE

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

Profile

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Experience

Part-Time Customer Service Representative - Company / Location

MONTH YEAR - Present

- Job Description: Assist customers via phone, email, and live chat with questions, comments, and concerns about their experience with the company and its services.
- Results: Improved customer relationships by providing helpful, professional, and friendly service to everyone who contacted customer support.
- Additional Competencies: Attend all training courses to learn new approaches to customer service and how to handle tricky situations while working well under pressure.
- Other: Continued to work 20 hours per week while attending classes to further education and maintain good grades.

IT Internship - Company / Location

MONTH YEAR – MONTH YEAR

- Job Description: Collaborate with IT professionals in handling all technical issues a company is experiencing and their customers by problem-solving and developing new solutions.
- Results: Learned how to effectively manage IT situations in a timely and effective manner.
- Additional Competencies: Received education on different IT platforms, data backup, and recovery methods.
- Other: Shadowed higher-up IT professionals to learn more about how IT works at different organizational levels.

Project Experience

- Customer Service Training: Assisted managers with training new customer service representatives and those who needed a refresher.
- IT Internship Project: Elaborated on all IT internship findings to showcase knowledge of IT practices.

Education

Bachelor's Degree in Information Technology - SCHOOL

MONTH YEAR

- GPA: 3.7
- AWARD
- AWARD

High School Diploma - High School Diploma

May 2009

- GPA: 3.8
- AWARD
- AWARD

Skills

Expertise

- Problem-solving
- Excellent written and verbal communication
- Data recovery and backup
- Data entry
- Eager
- Teamwork

Licenses & Accreditations

Licenses Licenses & Accreditations

- Google IT Support Professional Certificate
- CompTIA IT Fundamentals (ITF+)