

Customer Service Resume Template

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Career Objective: To excel in this direction to ensure my customers attain maximum satisfaction.

Summary of Qualifications

- Demonstrated leadership quality with ability to interact with people at all levels;
- Excellent communication skills
- Give a patient hearing to public's grievances with attitude to address them effectively.

Career Experience/Job History

2008 – 2009 – an International Call Centre

- Trainee customer relation representative and was trained in public speaking, telephone etiquette, direct interaction with persons posing as clients;
- Customer Relation Representative in the call center to attend to customers' queries, resolving their complaints, give a patient hearing and meeting their requirements, reminding clients against their alerts requests for any payments, etc.

2009 – To date – a private telecommunication organization

- Customer Service Executive to look after customers' enquiries and complaints received through emails and over phones and attending to the same;
- Provide quotes for any specific enquiry/requirement to the clients and follow up with them to close the deal, arranging and supervising installation and commissioning;

Education

2004-2007 – Ireland University

- Bachelor's Degree in Social Work & Human Welfare with 79% aggregate;

2007-2008– Distance Education department, Ireland University.