**Michael Johnson**

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**Summary**

Customer-focused professional with 3 years of experience in handling customer inquiries and resolving issues. Strong communication skills and ability to work efficiently in fast-paced environments. Proficient in CRM software and problem-solving.

**Skills**

* Customer Relationship Management (CRM): Salesforce, Zendesk
* Communication: Active listening, Conflict resolution
* Technical Skills: Microsoft Office Suite, Helpdesk Support
* Problem-Solving: Analytical thinking, Troubleshooting

**Experience**

**Customer Service Representative** ABC Company, Anytown, USA

* Resolved an average of 50 customer inquiries per day via phone and email
* Achieved a customer satisfaction rating of 95% through effective problem-solving and communication

**Front Desk Receptionist** XYZ Hotel, Somewhere City, USA

* Managed check-in/check-out processes for hotel guests, ensuring a seamless customer experience
* Handled guest inquiries and resolved issues promptly

**Education**

**Associate Degree in Business Administration** Community College, Anytown, USA

**Certifications**

* Customer Service Excellence Certification

**Projects**

* **Customer Feedback Initiative**: Implemented a customer feedback system that improved response times by 30% and customer satisfaction scores by 20%.