

JOHN DOE

john.doe@email.com · (123) 456-7890 ·

EDUCATION

Harvard University
BA in Economics

Cambridge, MA
2011-09-01 - 2015-05-01

WORK EXPERIENCE

XYZ Company

Customer Service Representative

2018 - Present

- Resolved customer inquiries and complaints via phone, email, and in-person interactions using exceptional problem-solving skills
- Maintained accurate customer records in company CRM database
- Consistently achieved high levels of customer satisfaction in surveys

ABC Store

Sales Associate

2016 - 2018

- Provided outstanding product knowledge and customer service
- Exceeded sales quotas by 20% in highly competitive marketplace
- Built and maintained customer relationships through follow-up emails and phone calls

123 Financial Group

Intern

2015 - Summer

- Assisted analyst in conducting financial evaluations of potential investments
- Organized and presented data findings to the analyst for final approval
- Developed efficient data tracking methods in spreadsheets

SKILLS

Microsoft Office Suite Proficient:	Word, Excel, PowerPoint
Strong written and verbal communication skills:	Public speaking, Writing, Presentations
Problem Solving:	Critical thinking, Analytical skills, Conflict resolution
Team Work:	Collaboration, Team building, Interpersonal skills

PROJECTS

Customer Service Representative at XYZ Company *customer service, problem-solving, CRM, customer satisfaction*

Handled customer inquiries via phone, email, and in-person interactions. Demonstrated exceptional problem-solving skills to resolve customer issues. Maintained accurate customer records using company CRM database. Consistently achieved high levels of customer satisfaction in surveys.

Sales Associate at ABC Store *sales, customer service, relationship building*

Provided outstanding product knowledge and customer service. Exceeded sales quotas by 20% in a highly competitive marketplace. Build and maintain customer relationships through follow-up emails and phone calls.

Intern at 123 Financial Group *financial evaluations, data management, spreadsheets*

Assisted analyst in conducting financial evaluations of potential investments. Organized and presented data findings to the analyst for final approval. Developed efficient data tracking methods in spreadsheets.

AWARDS

Top Salesperson of the Month

Awarded for exceeding monthly sales quotas by 30%.

ABC Store

July 2017

Dean's List

Awarded for exceptional academic performance.

Harvard University

Fall 2014