

CHRONOLOGICAL

IM A. SAMPLE III

3456 Westview Road
Bellevue, Nebraska 68005

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SUMMARY OF QUALIFICATIONS

Experienced business professional with a solid academic background and a demonstrated commitment to providing high quality customer service; described as a "take charge" person with exceptional communication and human relations skills; proficient in the use of MS Office (Word, Excel, PowerPoint) with basic knowledge of PeopleSoft.

EDUCATION

Bellevue University, Bellevue, NE (June 20xx)

Bachelor of Science in Management of Human Resources

PROFESSIONAL EXPERIENCE

West Telemarketing, Omaha, NE (20xx to Present)

Customer Service Supervisor (20xx to present)

- Supervise operations and staff in a 20-person inbound telemarketing unit, including hiring, training and evaluating employees, preparing and administering annual budgets, developing business plans, etc.
 - Assess level of customer satisfaction and resolve sensitive and complex issues raised by customers; provide additional training and take other action as required to maintain a high level of customer satisfaction.

Customer Service Representative (20xx-20xx)

- Handled incoming calls from customers and potential customers, provided information and received orders using CRT to input data.
 - Interviewed customers and recommended other available products to meet their needs; received several Incentive Awards for sales efforts.
 - Provided orientation and training to new staff members.

PROFESSIONAL AFFILIATIONS AND ACTIVITIES

Member, Society for Human Resources Management (SHRM) (20xx to 20xx)

Bellevue University Student Chapter

- Chair, Program Development Committee (20xx)

President, American Business Women's Association, Gold Star Chapter (20xx)

REFERENCES FURNISHED UPON REQUEST