**Sally S. Smith**

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**CUSTOMER SUCCESS MANAGER**

**Client Services | Customer Relationship Management | Account Management**

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management and relationship-building.

**WORK EXPERIENCE**

**Corporation XYZ -** *Happy Town, ST* July 2017 - PRESENT

**Customer Service Representative**

Responsible for managing 45+ accounts in the manufacturing industry and insuring quality to our clients.

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account information.
* Maintain financial accounts by processing customer adjustments in a professional manner.
* Increased customer base by 30% during the year 2018 due to the delivery of quick service.

**Business LMNOP** *- Springville, ST* February 2015 - July 2017

**Telephone Sales Representative**

Developed and improved the capabilities of sales representative team over the course of two years.

* Received 97% satisfaction rating from customers after completed phone or video call.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with team to quickly resolve customer complaints with appropriate action.
* Effectively managed approximately 100 incoming calls daily.

## Organization QRS *- Sunny Town, ST* March 2013 - February 2015

**Front Desk Agent**

Used strong communication skills to collaborate with team members to ensure efficient guest service.

* Created and maintained office forms and procedures to assist with administrative tasks.
* Took orders, determined charges, and oversaw billing and payments.
* Greeted and welcomed clients with a warm, friendly and positive attitude.
* Coordinated the repair and maintenance of office supplies and equipment.

**EDUCATION**

**Bachelor of Arts – Communications -** *ABC College, Cheerful City*

Expected Graduation - May 2020

**PROFESSIONAL SKILLS**

* Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

**VOLUNTEER EXPERIENCE**

## Habitat for Humanity *- Non-Profit Organization*

May 2018 - PRESENT

* Volunteer laborer restoring a 12-home community.
* Supervised three teams of five people to ensure successful completion of project.

## Big Brothers Big Sisters *- Youth Mentoring Organization*

January 2017 - January 2018

* Worked as a volunteer youth mentor to empower and support children.
* Developed productive after school activities for young adults to reinforce positive learning.

**AWARDS AND HONORS**

## Dean’s List *- ABC College*

December 2017 and May 2018

* Completed 12 or more letter-graded units during the quarter with a 3.7 GPA.
* Worked closely with professors and academic advisors to complete assigned tasks and activities.

## Outstanding Customer Service Award *- Corporation XYZ*

October 2015

* Recognized for outstanding service to clients and dedication to fellow employees.

**PROFESSIONAL MEMBERSHIPS**

* Professional Customer Service Association (August 2018 – present)
* American Society for Personnel Administration (October 2017 – present)
* Freshmen Communications Academic Council (2017 – 2018)

**LANGUAGE COMPETENCIES**

* English: native language
* Spanish: fluent (speaking, reading, writing)
* French: intermediate (speaking, reading); basic (writing)