

John Doe



Arlington, GA 39813 ♦ 555 555 5555 ♦ example@example.com

Professional Summary

Knowledgeable Customer Service Representative with problem-solving abilities capable of building customer rapport. Effectively handles customer concerns with clear communication and patience. Able to take on various tasks at a customer-focused environment.

Work History

Customer Service Representative | Macy's – Arlington, GA | 06/2020 to Current

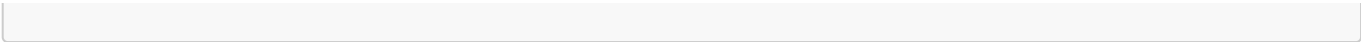
- Responsibilities include:
- * Offer buying advice to customers to ensure product satisfaction.
 - * Increase sales by 30% using upselling and cross-selling tactics.
 - * Solve common customer concerns and escalate the situation to management if needed.

Customer Service Representative | Levis Strauss & Co – Arlington, GA | 11/2018 to 05/2020

- Responsibilities include:
- * Located products in the store and placed orders of out-of-stock items.
 - * Responded to customer requests for products, services and brand information.
 - * Educated customers on promotions, increasing sales by 15%.

Cashier | Shake Shack – Abbeville, GA | 08/2017 to 10/2018

- Responsibilities include:
- * Balanced the till upon completion of each shift, solving any discrepancies.
 - * Answered questions about store policies and addressed customer concerns.
 - * Used POS system to enter orders and process payments.



Skills

Technical

- Communications

Microsoft Suite

- Complaint resolution

Programing (Python)

- Sales expertise

Education

Degree	School	Year
Associates Degree	PCCC	2014
Bachelors Degree	NJIT	2017