

Sally S. Smith

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PROFESSIONAL SUMMARY

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Expertise in client services, account management and relationship-building.

WORK EXPERIENCE

Corporation XYZ - *Happy Town, ST*

July 2017 - PRESENT

Customer Service Representative

- 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

- 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 Clerk

- 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)