



# John Doe

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

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## Professional Summary

**Knowledgeable Customer Service Representative** with strong problem-solving abilities and a proven track record of building customer rapport. Effectively handles customer concerns through clear communication and patience. Able to take on multiple responsibilities in a customer-focused environment.

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## Work History

### Customer Service Representative

*Macy's – Arlington, GA*

**06/2020 – Current**

- Offer buying advice to customers to ensure product satisfaction
  - Increase sales by **30%** using upselling and cross-selling tactics
  - Resolve customer concerns and escalate issues to management when necessary
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### Customer Service Representative

*Levi Strauss & Co – Arlington, GA*

**11/2018 – 05/2020**

- Located products and placed orders for out-of-stock items
  - Responded to customer requests for products, services, and brand information
  - Educated customers on promotions, increasing sales by **15%**
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### Cashier

*Shake Shack – Abbeville, GA*

**08/2017 – 10/2018**

- Balanced cash register at the end of each shift
  - Answered questions about store policies and addressed customer concerns
  - Used POS systems to enter orders and process payments
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## Skills

Technical Skills	Communication Skills
Microsoft Suite	Complaint Resolution
Programming (Python)	Sales Expertise

Education

Degree	School	Year
Associates Degree	PCCC	2014
Bachelors Degree	NJIT	2017