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# Customer Service



Customer service professionals are responsible for addressing customer needs and ensuring they have a positive experience. To perform a customer service role, you need to use customer service skills. This skill set includes qualities like active listening, empathy, problem-solving and communication. Customer service skills are used in many jobs at every level. In this article, we offer two resume samples along with tips to create a customer service resume that stands out to employers.

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## Resume samples

Career Guide ▾

## Cody Fredrickson

Austin, TX | (123) 456-7891 | cfredrickson@email.com

### Summary

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

### Education

**CORAL SPRINGS UNIVERSITY****Aug '10-May '14***Bachelor of Science in Business Administration*

## Experience

**TRADELOT, Customer Service Representative****Jul '19 - Current**

- Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
- Trained and mentored 4 new employees on conflict resolution, JIRA, and Zendesk CRM
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%

**CLOUD CLEARWATER, Customer Service Representative****Aug '15 - Jul '19**

- Received #3 Customer Service Representative in the Western Region award (out of 500+ reps)
- Made 30+ outbound calls per day to follow up with customers who were overdue in their payments
- Spearheaded customer referral program, increasing customer base by 15% in less than 6 months
- Helped develop new customer service rep training program that cut training time in half from 1 month to 2 weeks
- Consistently exceeded weekly credit card application targets by 10%+ with innovative upselling techniques

## Skills

- Fluent in Spanish
- Proficient in Microsoft Office
- Outbound/inbound calling

# Ivy Haddington

Denver, CO | (123) 456-7891 | ihaddington@email.com

## Summary

Engaging Senior Customer Service Representative with 15+ years of experience in fast-paced call center environment. Skilled at transforming customer feedback into actionable insights that drive revenue, increase customer loyalty, and improve processes.

## Education

### LONGFORD TECH

Aug '00-May '04

*Bachelor of Science in Psychology*

## Experience

### RETAIL OCEAN, Senior Customer Service Representative

Jul '19 - Current

- Handle 250+ inbound calls per week, answering customer inquiries and resolving issues
- Track trends in customer feedback and collaborate with management to determine the root cause of issues
- Created 10 customer service email scripts used across the company to interact with customers

### CRANE & JENKINS, Customer Service Representative

Aug '15 - Jul '19

- Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes, and lost orders
- Won #1 Customer Service Representative two years in a row for highest customer satisfaction ratings (25% above average)
- Revamped customer service phone scripts, raising customer survey ratings by 40%

### TRADELOT, Customer Service Representative

Jan '13 - Aug '15

- Resolved over 100 customer complaints per week via phone and in-person
- Reduced average customer representative call time by 90 seconds with intuitive intranet site
- Single-handedly created customer service representative training manual, reducing onboarding process from 8 weeks to 6 weeks

## Skills

- Fluent in French and Spanish
- Complaint resolution
- Service-based selling

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 Yes

 No

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