

**IM A. SAMPLE III**

3456 Westview Road  
Bellevue, Nebraska 68005

(402) 291-5678  
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**SUMMARY OF QUALIFICATIONS**

Experienced business professional with a solid academic background and a demonstrated commitment to providing high quality customer service; described as a "take charge" person with exceptional communication and human relations skills; proficient in the use of MS Office (Word, Excel, PowerPoint) with basic knowledge of PeopleSoft.

**EDUCATION**

Bellevue University, Bellevue, NE (June 20xx)

**Bachelor of Science in Management of Human Resources**

- GPA in major: 3.84/4.00
- Graduated with distinction

**PROFESSIONAL EXPERIENCE**

West Telemarketing, Omaha, NE (20xx to Present)

**Customer Service Supervisor** (20xx to present)

- Supervise operations and staff in a 20-person inbound telemarketing unit, including hiring, training and evaluating employees, preparing and administering annual budgets, developing business plans, etc.
- Assess level of customer satisfaction and resolve sensitive and complex issues raised by customers; provide additional training and take other action as required to maintain a high level of customer satisfaction.

**Customer Service Representative** (20xx-20xx)

- Handled incoming calls from customers and potential customers, provided information and received orders using CRT to input data.
- Interviewed customers and recommended other available products to meet their needs; received several Incentive Awards for sales efforts.
- Provided orientation and training to new staff members.

**PROFESSIONAL AFFILIATIONS AND ACTIVITIES**

**Member**, Society for Human Resources Management (SHRM) (20xx to 20xx)

Bellevue University Student Chapter

- Chair, Program Development Committee (20xx)

**President**, American Business Women's Association, Gold Star Chapter (20xx)

**REFERENCES FURNISHED UPON REQUEST**