

**Jane Smith**

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**Professional Summary**

Dedicated customer service professional with 10+ years of experience in retail and hospitality industries. Proven ability to manage high-pressure environments while maintaining excellent client relationships. Currently seeking to transition into a technical role.

**Key Skills**

- Customer Relationship Management
- Conflict Resolution
- Team Leadership
- Time Management
- Proficiency in MS Office Suite

**Work Experience****Customer Service Manager****BrightMart Retail | On-Site**

*Feb 2015 – Present*

- Led a team of 15 customer service representatives, achieving a 95% customer satisfaction rate.
- Trained new hires in company policies, conflict resolution, and sales techniques.
- Resolved escalated customer complaints to ensure positive outcomes.

**Front Desk Supervisor****GreenView Hotel | On-Site**

*May 2010 – Jan 2015*

- Oversaw front desk operations, including guest check-ins and check-outs.
- Managed scheduling and trained front desk staff on hotel management software.

**Education****B.A. in Communications**

University of Texas at Austin

Graduated: 2010

**Additional Details**

- Fluent in Spanish and French.
- Active participant in community service projects focused on education and literacy.