**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.