



John Doe

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

Professional Summary

Knowledgeable Customer Service Representative with problem-solving abilities capable of building customer rapport. Effectively handles customer concerns with clear communication and patience. Able to take on various tasks at a customer-focused environment.

Work History

Customer Service Representative, 06/2020 to Current *Macy's – Arlington, GA* Offer buying advice to customers to ensure product satisfaction. Increase sales by 30% using upselling and cross-selling tactics. Solve common customer concerns and escalate the situation to management if needed.

Customer Service Representative, 11/2018 to 05/2020 *Levis Strauss & Co – Arlington, GA* Located products in the store and placed orders of out-of-stock items. Responded to customer requests for products, services and brand information. Educated customers on promotions, increasing sales by 15%.

Cashier, 08/2017 to 10/2018 *Shake Shack – Abbeville, GA* Balanced the till upon completion of each shift, solving any discrepancies. Answered questions about store policies and addressed customer concerns. Used POS system to enter orders and process payments.

Skills

| Technical | Communications |
|----------------------|----------------------|
| Microsoft Suite | Complaint resolution |
| Programming (Python) | Sales expertise |

Education

| Degree | School | Year |
|-------------------|--------|------|
| Associates Degree | PCCC | 2014 |
| Bachelors Degree | NJIT | 2017 |