

# JANE DOE

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New York City, NY  
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(555) 45 6-7890

## EDUCATION

### Bachelor of Business Administration

The Ohio State University  
Columbus, OH  
August 2015 - December 2019

- Academic experience in finance, accounting, communication, and statistics

## KEY SKILLS

- Academic experience with bookkeeping and accounting software
- Customer service expertise
- Excellent written and verbal communication skills
- Expert Microsoft Office skills

Recent college graduate with a background in business administration and marketing. Passionate about providing peerless customer service and excellent support to both internal employees and external customers and clients.

## JOB EXPERIENCE

### Admissions Office Receptionist

College Office of Admissions, New York City, NY 1 August 2018 - Present

- Served as office receptionist, including greeting prospective students, providing paperwork, scheduling tours and coordinating interviews with admissions counselors
- Answered phones from prospective students and their families, providing information about application status and transferring calls as needed
- Processed student information, including sorting mail and entering data received into the applicant management system

### Customer Service Representative

ABC Call Center, New York City, NY | Summers, 2016-2018

- Answered phones in a call center environment, speaking with customers nationwide to support product and service challenges
- Successfully navigated customer complaints to find satisfactory resolutions to common problems, including shipping delays, incorrect shipments, damaged products and customer dissatisfaction
- Named Employee of the Month in June 2019 due to excellent customer satisfaction ratings