



CIA RODRIGUEZ

CUSTOMER SERVICE REP

PERSONAL PROFILE

I'm an experienced customer service representative with a verifiable track record of resolving complex issues quickly and winning customer loyalty.

HIGHLIGHTED SKILLS

- Conflict Resolution
- Excellent Communication Skills
- Troubleshooting
- Service and Support
- Strong Work Ethic
- Great Attention to Detail

CONTACT INFORMATION

Cell: (123) 456 7890
Home: (123) 456 7890
Email: hello@reallygreatsite.com
Website: www.reallygreatsite.com
Address: 123 Anywhere Street, Any City

MY REFERENCES

Brad Morgan, Leary Telecommunications
(123) 456 7890
hello@reallygreatsite.com
Regina Patton, Becnel Tech Solutions
(123) 456 7890
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WORK HISTORY

Customer Service Lead

LEARY TELECOMMUNICATIONS
2020 TO PRESENT

- Resolves an average of 300 inquiries weekly
- Helps the company win stellar customer service ratings
- Trains new customer service representatives

Customer Service Agent

BECNEL TECH SOLUTIONS
2017 TO 2020

- Addressed customer service inquiries in a timely fashion
- Achieved a customer satisfaction rating of 98%
- Provided input in improving internal processes

PREVIOUS EDUCATION

Beaudoin College

BA IN BUSINESS ADMINISTRATION, 2016

- Maintained a 3.6 GPA
- Consistent dean's lister
- Features editor of the college newspaper
- Varsity member of the swimming team for 3 years

Lindborg High School

HIGH SCHOOL DIPLOMA, CLASS OF 2012

- Maintained a GPA of 3.8
- Captain of the swimming team
- Staff writer for the high school newspaper
- Chief layout designer for the yearbook