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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 |