**SALLY JONES**

2498 Rocky Ridge Dr. Roseville, CA 95661

(916)-223-3255

sallyjones@gmail.com

*Customer service representative with over six years’ experience in telephone and face-to-face customer service. Experience with sales, troubleshooting, tech support, and customer care. Knowledgeable with major customer service software, handling customer complaints, and maintaining a positive and friendly disposition. Hoping to use my wealth of experience to attain employment in a customer service role.*

**PROFESSIONAL EXPERIENCE**

PROGRESSIVE INSURANCE Roseville, CA

*Customer Service Specialist October 2013 – Present*

## Answer and direct 40+ calls daily, with goals including selling plans, managing customer accounts, responding to service queries, and cancelling accounts

* Trained 5 employees in using Kayako (customer service software), as well as in basic duties and how to conduct calls
* Received a 90% average customer satisfaction rating (to date), winning “Employee of the Month” in July of 2015
* Able to research and manage highly complicated accounts to provide comprehensive service to customers and assist upper management
* Closed sales at almost 60% rating, 10% higher than company average

BARNES AND NOBLE BOOKSTORE Roseville, CA

*Information and Customer Service Specialist September 2009 – September 2013*

## Memorized store organization system, as well as special products and discounts, and directed customers to desired products

* Conducted returns and informed customers of return policy
* Fielded customer complaints and issues, with +90% of issues resolved to customer satisfaction
* Maintained friendly and positive attitude at all times, even with unhappy and unruly customers
* Mastered in-house customer service and sales computers, powered by Zendesk
* Awarded “Employee of the Month” in January 2011

**EDUCATION**

**CALIFORNIA STATE UNIVERSITY AT SACRAMENTO** **Sacramento, CA**

*Bachelor’s of Science in Business Administration, June 2009*

* GPA 3.4/4.0
* Future Business Leaders of America Scholarship Recipient

**ADDITIONAL SKILLS**

* Excellent communication skills with a focus on customer service
* 65 WPM Typist
* Software: Zendesk, and Kayako
* Experience with Microsoft Office – Word & Excel