



# John Doe

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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%.
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#### **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	Communication
Microsoft Suite	Complaint resolution
Programming (Python)	Sales expertise

## Education

Degree	School	Year	College url
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Degree	School	Year	College url
Associates Degree	PCCC	2014	<a href="https://pccc.edu/">https://pccc.edu/</a>
Bachelors Degree	NJIT	2017	<a href="https://www.njit.edu/">https://www.njit.edu/</a>