

IM A. SAMPLE III

3456 Westview Road
Bellevue, Nebraska 68005

(402) 291-5678
imasample3@xxx.com

SUMMARY OF QUALIFICATIONS

Experienced business professional with a solid academic background and a demonstrated commitment to providing high quality customer service; described as a "take charge" person with exceptional communication and human relations skills; proficient in the use of MS Office (Word, Excel, PowerPoint) with basic knowledge of PeopleSoft.

EDUCATION

Bellevue University, Bellevue, NE (June 20xx)

Bachelor of Science in Management of Human Resources

- GPA in major: 3.84/4.00
- Graduated with distinction

PROFESSIONAL EXPERIENCE

West Telemarketing, Omaha, NE (20xx to Present)

Customer Service Supervisor (20xx to present)

- Supervise operations and staff in a 20-person inbound telemarketing unit, including hiring, training and evaluating employees, preparing and administering annual budgets, developing business plans, etc.
- Assess level of customer satisfaction and resolve sensitive and complex issues raised by customers; provide additional training and take other action as required to maintain a high level of customer satisfaction.

Customer Service Representative (20xx-20xx)

- Handled incoming calls from customers and potential customers, provided information and received orders using CRT to input data.
- Interviewed customers and recommended other available products to meet their needs; received several Incentive Awards for sales efforts.
- Provided orientation and training to new staff members.

PROFESSIONAL AFFILIATIONS AND ACTIVITIES

Member, Society for Human Resources Management (SHRM) (20xx to 20xx)

Bellevue University Student Chapter

- Chair, Program Development Committee (20xx)

President, American Business Women's Association, Gold Star Chapter (20xx)

REFERENCES FURNISHED UPON REQUEST