Eve Adams

eve.a@jobmail.com | 555-111-2222

Objective

To secure a challenging Customer Service position where my communication and problem-solving skills can contribute to customer satisfaction and company success.

Experience

Customer Service Lead | ConnectAll Services | Remote

2021 - Present

- Supervised a team of 5 customer service representatives.

- Handled escalated customer issues and provided solutions.

- Developed training materials for new hires.

- Achieved a 95% customer satisfaction rating in Q4 2023.

Customer Service Representative | SupportNow Ltd. | Anytown, ST

2019 - 2021

- Responded to customer inquiries via phone, email, and chat.

- Resolved product and service issues efficiently.

- Maintained detailed records of customer interactions.

Education

Associate of Arts in Business Administration

Community College of Anytown, Anytown, ST, 2019

Skills

- Customer Relationship Management (CRM) software (e.g., Salesforce, Zendesk)

- Conflict Resolution

- Communication (Verbal & Written)

- Microsoft Office Suite

- Typing Speed: 60 WPM

- Bilingual: English/French