**John Miller**

**Contact Information:**

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**Professional Summary:** Customer service professional with over 10 years of experience in managing client relationships and resolving customer issues. Excellent interpersonal and communication skills, with a strong ability to handle high-pressure situations.

**Skills:**

* Communication
* Customer Service
* Conflict Resolution
* Problem-Solving
* Teamwork
* Time Management
* Empathy

**Professional Experience:**

**Customer Service Manager | RetailCo** *May 2015 – Present*

* Supervised a team of 20 customer service representatives, providing training and support.
* Resolved escalated customer issues, achieving a 95% customer satisfaction rate.
* Implemented new communication protocols, improving response times by 30%.

**Customer Service Representative | ShopSmart** *January 2010 – April 2015*

* Handled customer inquiries and complaints, ensuring prompt and effective resolution.
* Collaborated with team members to develop solutions to common customer issues.
* Maintained a positive and professional demeanor, even in high-stress situations.

**Education:**

* B.A., Communication, City University, 2009