

Title

Full Name

[Street, City, State, Zip] | [Phone] [Email Address]

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## CUSTOMER SERVICE

■ **Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company's brand name.

### 1 Key Skills and Qualifications

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Problem Analysis | Problem Solving | Organizational Skills  
Customer Service Orientation | Adaptability | Initiative  
Strong Interpersonal-Communication skills

- Knowledge about customer service applications and administrative procedures.
- Languages – Fluent in English, Spanish and Portuguese
- Relevant customer service courses
- High school diploma

### 2 Work Experience/Background

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**Customer Service Representative** [Company] Miami, FL 2009 – Present

- Responded promptly and answered/resolved customer inquiries and complaints.
- Investigated and resolved service issues and/or product problems.
- Managed customers' database accounts, performed customer verification and processed applications, orders and requests.
- Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
- Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
- Supplied customers with written responses and information and followed up on customer communications.

**Customer Service Representative** [Company] Miami, FL 2005 – 2009

- Communicated directly with customers by phone, electronically or face to face.

# Resume Template Tips Customer Service

**Kathryn K. Troutman**



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