Title:

Full Name

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

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

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

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.

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Joacim Rocklöv

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Resumes and Confidence Builders Regina Pontow,1996

The Software Encyclopedia 2000 Bowker Editorial Staff,2000-05

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Fulton-Calkins,1998 Designed to help develop the knowledge and skills that will be demanded on the job as an office assistant Also designed to develop communication human relations and time and stress management skills Provides a reference for users for rules of grammar punctuation capitalization and proofreaders marks *Microsoft Office SharePoint Designer 2007* Robert T. Grauer, Daniela Marghitu, 2009 For introductory courses in Microsoft Office SharePoint Designer The goal of the Exploring series has been to move students beyond the point and click helping them understand the why and how behind each skill <u>The Lutheran Witness</u>, 1929 **What Not to Do when You Graduate!** Linda J. Beam, 2006

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