

NAME

Street Address
City, State Zip

(555) 555 – 5555
name@name.com

CUSTOMER SERVICE REPRESENTATIVE

Experienced professional with over 15 years providing service and support to the public. Possesses confidence and patience to effectively communicate with thousands of customers from all cultures and economic levels. Superior multi-tasking ability allows for troubleshooting while using computer applications, maintaining a professional demeanor, researching, and resolving issues. History of award winning performance in problem solving and ensuring customer satisfaction. Self-motivated, exercises sensible judgment; highly organized and detailed oriented with a proven ability to meet deadlines.

CORE COMPETENCIES

Call Center ♦ Patient Services ♦ Training ♦ Needs Assessment ♦ Staff Support ♦ Communication
Professionalism ♦ Courtesy ♦ Problem Solving ♦ Computer Applications

EXPERIENCE

PERSONAL CAREGIVER

ORGANIZATION, City, State

2004-2009

Improved client's quality of life; proactively identified customer needs and pursued appropriate resources to alleviate issues. Provided transportation, partnered with case workers, organized health-related paperwork.

- ♦ Pursued insurance appeals on the client's behalf; encouraged client to pursue alternative medical options; efforts resulted in positive outcome and improved quality of life.
- ♦ Recognized by case worker as "the best caregiver she has worked with in her 25 year tenure".

TECHNICAL SUPPORT/CUSTOMER SERVICE REPRESENTATIVE

COMPANY, City, State

2006-2008

Provided a wide range of support for customers experiencing cellular phone issues.

- ♦ Exercised professional demeanor and diplomacy with challenging customers; achieved customer satisfaction and maintained company loyalty.
- ♦ Addressed billing problems, overcame communication and cultural barriers, advised customers of best plans to meet their needs. Followed up to ensure satisfactory resolution.
- ♦ Maintained composure, worked efficiently in a fast paced environment while multi-tasking using computer applications to troubleshoot and obtain problem solving information.
- ♦ Consistently met and/or exceed required call times and quality levels for the duration during tenure with the company. Recognized by management for providing exemplary service to customers; received certificate, monetary, team incentives and recognition awards.
- ♦ Promoted to position of roaming support; assisted other employees and contributed training of new hires.

BUS DRIVER/ SPECIAL EDUCATION BUS DRIVER

SCHOOL DISTRICT, City, State

2000-2004

COUNTY SCHOOL SYSTEM, City, State

1998-2000

COUNTY SCHOOL SYSTEM, City, State

1990-1998

Collaborated with parents to create optimal routes to accommodate time constraints and individual situations. Instrumental in instituting additional training classes to educate drivers on student issues and being better prepared for emergency situations.

- ♦ Won yearly awards for attendance, years without accidents, and for acting to save a child's life.

EDUCATION

ASSOCIATE OF ARTS, BUSINESS ADMINISTRATION/ACCOUNTING - STATE COLLEGE, City, State

MS OFFICE & BASIC COMPUTER COURSES - TECHNICAL INSTITUTE, City, State