

# Name

00000 55<sup>th</sup> Dr. SE, City, ST 00000 \* (800) 888-8888 [email@gmail.com](mailto:email@gmail.com)

## Customer Service Representative

### HIGHLIGHTS OF QUALIFICATIONS

Over 15 years professional experience with the public  
Personable and persuasive in communication creatively with thousands of customers from all cultures and economic levels  
Proven skills in persevering to solve customers' problems  
Self-motivated and confident in making independent decisions  
Highly organized and detailed oriented with a proven ability to meet deadlines

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### RELEVANT EXPERIENCE

#### **Customer Service Technical Support**

technical support for cellular phones  
Resolved a wide range of customer problems, applying diplomacy/assertiveness to customer issues, billing problems, culture/communication barriers, advising of best plans for the customers needs  
Followed up by phone to make sure customers needs were met and in place  
Demonstrated ability to maintain composure and work efficiently in a fast paced environment while multi-tasking with computer applications for troubleshooting and problem solving information.  
Consistently surpassed time and quality quotas/expectations of the companies policies  
Performed as roaming support for other employees and new hire training.  
Provided exemplary service to all customers.

#### **Personal Care Service**

Proactive in identifying customer needs and putting them into service  
Organized all paperwork and records regarding individual and coordinated with case worker  
Provided transportation to medical appointments and physical therapy  
Successfully searched and acquired needed equipment client could not afford from local agencies  
Maintained clients personal records and insurance needs

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### EMPLOYMENT HISTORY

**Personal Caregiver** ██████████-Adult Care Div, WA 2004-2009  
**Technical Support/Customer Service Rep** ██████████, WA 2006-2008  
**Bus Driver** ██████████ School District, 2000-2004  
**Special Education Bus Driver** ██████████ County School System, 1998-2000  
**Special Education Bus Driver** ██████████ County School System, 1990-1998

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### EDUCATION

**AA** – Business Admin/Accounting  
Kennesaw State College, Kennesaw, GA

**MS Office & Basic Computer Courses**  
Gwinnett Technical Institute, Lawrenceville, GA