**Jacqueline Burns**

Street Address

City, State Zip

Phone/Cell

Email

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**Career Objective**

I am a high school student eager to use my strong customer service experience and communication skills to provide outstanding service to a range of clients. I am keen to develop new skills to complement my studies and to progress in the customer service industry.

**Education**

Tanksville High School

City, State

Expected completion date: 2013

**Key Skills**

**Interpersonal skills**

I have extensive experience in customer service, which has helped me to develop strong interpersonal skills. I get along well with others and always conduct myself with the utmost professionalism.

**Communication skills**

I am a confident communicator, having developed strong verbal communication skills in my customer-facing roles. I am able to clearly provide information and interact with customers in a friendly manner.

**Ability to work in teams**

I have worked in team environments for over three years. In my current position, I work with a small team of eight staff who specialize in print and copy projects. We are a self-managed team who coordinate all customer projects in our department to deliver a great result to the customer.

**Multi-tasking**

The Copy Jet print and copy department is a busy environment in which I have had to quickly develop the ability to effectively multi-task jobs in order to manage my various responsibilities. I am able to manage my time and work without supervision.

**Employment History**

November 2010 – Present

Customer Service Representative, Copy Jet City, State

Responsibilities:

• Working in a small, self-managed team in the busy print and copy department

• Advising customers of product, print, design and software solutions for their projects

• Operating machinery and equipment to print documents, banners, business cards and posters

• Working efficiently to deliver high-volume projects on time in a high-pressure environment

• Conducting incoming staff training

March 2009 – October 2010

Customer Service Representative, Chucky’s Chickens City, State

Responsibilities:

• Assisted customers with ordering and paying for their meals

• Operated the cash register and handled payments

• Worked quickly to produce customers’ orders in a timely manner

• Followed strict hygiene and safety protocols

• Maintained the highest standards of customer service

**Proficiencies**

* MS Office (Word, Excel, PowerPoint, Outlook) - Intermediate
* Adobe Photoshop - Advanced
* Adobe Publisher - Intermediate

**Interests**

Travel literature, Japanese cuisine and yoga.

**References**

Claire McGonagall

Principal

Tanksville High School

Phone

Email

Elizabeth Pickering

Store Manager

Copy Jet

Phone

Email