

John Doe

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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.

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

Work Experience/Background

Customer Service Representative ABC Corp. - 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 A1B2 Company - Miami, FL 2005 – 2009

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

- Provided customers with technical support using maintenance procedures created with company products.
- Wrote and kept accurate records of discussions and correspondence with customers.
- Managed and supervised a team of customer services representatives.
- Provided customer service team with feedback.
- Met with other team managers to discuss possible improvements in customer service and company's products.
- Trained and coached team members to deliver a high standard of customer service.
- Learned about products and services and kept up to date with changes.
- Kept ahead of technology developments by attending professional courses.

ACHIEVEMENTS

- Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.
- Evaluated changing factors frequently to achieve high customer satisfaction level.
- Analyzed statistics and other data to determine the level of customer service performance achieved by the team.