

LIONEL LION

123 Larimie Avenue, Missoula, MT 12345 · 123-555-1234 · Youremail@example.com

OBJECTIVE: To gain a position as a Customer Service Representative in your company. To utilize my communication skills and problem solving techniques to represent the customer service division in a positive manner. To show my proficiency in team support and goal attainment for the benefit of (insert company name)

HIGHLIGHTS OF QUALIFICATIONS

- Expert knowledge and abilities in written communication.
- A patient listener who fully focuses on speakers and understands a variety of accents.
- Organized and detail-oriented; knack for understanding procedures and logistics.
- Strong skills in time management, prioritizing tasks, and meeting deadlines.

RELEVANT EXPERIENCE

Communication & People Skills

- Consistently maintain a positive attitude and enjoy helping people.
- Articulate and very effective working with people of different backgrounds and temperaments.
- Accurately record, remember, and verbally communicate detailed information.
- Exceptional command of the English language with strong written and transcription skills.
- Cooperatively work with others to produce and deliver required work.

Organization & Time Management

- A problem solver who quickly grasps complex situations and turns them into manageable tasks.
- Produce quality work even when under extreme time pressure and deadlines.
- Proven ability to understand and follow complex instructions to successful conclusions.
- Many years of experience successfully managing and organizing personal time and workload.
- Collaborate in teams to produce quality reports.

Technical Skills

- Very accurate and rapid keyboarder.
- Experienced in editing and proofreading lengthy documents with focus on word definitions, spelling, sentence structure, syntax, and grammar.
- Work with technical vocabularies from a variety of fields.

EDUCATION & CERTIFICATIONS

Academy of Stenographic Arts, Missoula, MT, 2000-2001

Missoula College of Court Reporting, Missoula, MT, 1996-2000

Certified Shorthand Reporter, State of Montana, 2001-pres.

Registered Professional Reporter, National Court Reporters Association, 2001-pres.

WORK HISTORY

Court Stenographer, State of Montana, 2009-pres.

Beverly Reporting Associates, 2005-2009

Louis Lane & Associates, 2002-2005