**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.