

## **John Doe**

123 Main Street, St. Paul, MN 12345  
Home : 000-000-0000 Cell: 000-000-0000  
email@example.com

### **Objective**

Extremely dedicated and detail-oriented Customer Care Specialist with a stellar customer satisfaction record seeks a position with your company. Adept at conducting customer account research to fulfill requests and rectify data entry and billing errors. Flexible scheduling availability to include evenings, weekends and emergency situations.

### **Core Qualifications**

- Superior breadth of customer care experience
- High proficiency with a variety of computer software and hardware components
- Strong organizational and management skills
- Excellent interpersonal and communication skills
- Outstanding skills in training new customer care representatives
- Sound ability to work effectively in a high-volume ACD environment

### **Experience**

June 2010 to Present Mayfield Holdings, Inc., St. Paul, MN Customer Care Specialist

- Answered order placement calls from customer accounts.
- Maintained and updated customer account information.
- Maintained company data records in compliance with rules and regulations.
- Responded to customer inquiries pertaining to product operation.
- Notified appropriate departments of product and service failure complaints.
- Addressed customer queries in coordination with other appropriate departments.

June 2006 to May 2010 BugMeNot Exterminators, Owatonna, MN Customer Care Specialist

- Performed system troubleshooting in response to customer input on product operations.
- Maintained and updated customer database files to ensure full accuracy of stored information.
- Assisted in training new employees and cross-trained with other departments.
- Scheduled technician repair appointments at customer request.
- Researched and resolved problems and customer questions regarding payment history.
- Documented all work activity in appropriate databases.

### **Education**

2006 University of Minnesota, Duluth, MN Bachelor's Degree in Telecommunications