

Sally Smith

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Objective: Obtain a customer service position and use my customer service experience to enhance customer loyalty and build client relationships.

Employment History

June 2004 - Current

Office Supplies Corp.

Customer Service Manager

San Diego, CA

- Started as customer service agent and promoted to Customer Service Manager in 6 months
- Developed customer service phone scripts and email templates to answer frequent customer questions increasing service center efficiency by 15%
- Worked directly with outside sales representatives to improve overall sales by tailoring branding messages to fit with customer feedback received at the call center

July 2002 – May 2004

Car Rental Company

Customer Service Associate

Las Vegas, NV

- Handled up to 100 calls a day from customers and vendors seeking product information
- Developed training materials for new customer service associates and coached trainees
- Input daily call volume data into database to track customer calling patterns

May 2001 – July 2003

Shoe Corporation

Customer Service Assistant

Las Vegas, NV

- Received new orders from other customer service agents for new sales
- Attracted potential customers by answering product and service questions; upsold other product and services
- Resolved customer service issues and explained the best solution to solve problems; following up to ensure resolution

Education

1997 - 2001
Communications BA

University of Nevada
Las Vegas, NV

- 3.0 GPA, Minored in Business Administration

Additional Skills

- Strong listening and interpersonal skills, detail oriented, proficient in Excel and Word, proven team leader with training experience