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Heading 1

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## **CUSTOMER SERVICE REP / 10 YEARS' EXPERIENCE IN CALL CENTER SETTINGS**

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Normal

Polished, professional customer service representative offering:

List Paragraph

- 10 years of experience providing customer support in busy call center environments for public utility and insurance industry employers.

List Paragraph

- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

List Paragraph

- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

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## **EXPERIENCE**

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Heading 2

### **Customer Service Representative**

Heading 2

#### **5/2005-Present, ABC Utility Company, Hartford, CT**

Normal

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

Heading 2

#### **Key Accomplishments:**

List Paragraph

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).

List Paragraph

- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.

List Paragraph

- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.

List Paragraph

- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

List Paragraph

- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Heading 2

### **Customer Service Agent**

Heading 2

#### **2/2001-5/2005, DEF Insurance Company, Hartford, CT**

Normal

Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for telesales personnel.

Heading 2

### Key Accomplishments:

List Paragraph

- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in Fall 2004. Ranking was based on accuracy, customer service, duration of calls and availability.

List Paragraph

- Co-developed on-the-job training program that reduced training time from eight weeks to five.

List Paragraph

- Contributed to an 8% sales increase in 2004 by improving lead-generation and sales-tracking techniques.

Heading 1

## EDUCATION

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Heading 2

### 4/2001-6/2001, ActionStudies Customer Service Skills Training, Hartford, CT

Normal

Completed five 4-hour modules of customer service training. Topics included how to:

List Paragraph

- Greet transfer and hold calls

List Paragraph

- Build rapport, listen, clarify and manage conversational flow

List Paragraph

- Manage upset customers, conflicts and challenging situations

List Paragraph

- Deliver outstanding service, exceed expectations and build long-term loyalty

List Paragraph

- Work in teams and in a self-directed environment

Heading 2

### 9/1996-6/2000, XYZ High School, Hartford, CT

Heading 1

## SKILLS

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Heading 3

Skill Name	Skill Level	Last Used/Experience
Customer Service	Expert	Currently used/10 years
Call Center Service Operations	Expert	Currently used/10 years
Complaint Handling/Dispute Resolution	Expert	Currently used/10 years
MS Word, Excel and Access	Intermediate	Currently used/8 years

Heading 3

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Heading 1

## ADDITIONAL INFORMATION

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List Paragraph

- Willing to relocate

List Paragraph

- Willing to travel up to 25% of the time