

JANE DOE

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SUMMARY

Highly motivated Customer Service professional. Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision. Strong verbal, written, and listening skills. Comfortable interacting with all levels of the organization and public. Able to negotiate and problem solve quickly, accurately, and efficiently. Adept at multitasking. Committed to quality and excellence.

PROFESSIONAL EXPERIENCE

ANYBANK – General City, OH
Leading financial ...

2003-20xx

Customer Service Representative (2003-20xx)

Assisted customers with home equity and manufactured home loans. Other duties included faxing, printing, mailing payoff letters, verification of mortgages and other loan documents

- Handled 100+ calls per day in an inbound call center staffed by 150 representatives.
- Resolved customer inquiries related to billing explanations and account maintenance.
- Managed customers' expectations by clarifying needs and identifying options.
- Received service star awards for providing extraordinary customer service.
- Earned ranking of number one out of 150 customer service representatives.

AJAX, INC. – Somewhere, OH
Global manufacturer and distributor of

2001-2004

Customer Service/Special Order Coordinator (2003 -2004)

Provided customer service support for all special orders.

- Earned ranking of number one out of 150 customer service representatives.
- Handled +50 daily inquiries from customers, manufacturers, and distributors. Provided technical information, order status, and product availability.
- Successfully responded to customer complaints resulting in repeat business.
- Keyed 50-70 special orders on a daily basis.
- Trained all temporary and permanent personnel, including new managers, on special order processing.
- Co-developed special order process; launched mechanization of order processing.

Traffic Clerk (2001-2002)

Input, confirmed, packed and shipped merchandise orders. Contacted customers to confirm order content. Called local carriers for pick up.

- Piloted new program called "Rapid Response" to ensure customer receives product within 48 hours.
- Prepared export of declarations, bills of lading, airway bills and certificates of origin.
- Dispatched carriers to customers for merchandise pick up

TRAINING

Raving Fans - Handling Difficult Customers - Managing Multiple Priorities - The Exceptional Assistant