

JOHN SMITH

Customer Service Representative

Dedicated and tactful Customer Service Representative with significant knowledge and experience solving problems and selling products in the culinary and medical fields.

✉ john@24billions.com 📞 (212) 555-2023 📍 London, UK 🌐 john-smith.com

WORK EXPERIENCE

Account Transfer Specialist

McPhearson's Medical Record Keeping

04/2012 – Present

- Maintained and made adjustments to customer accounts having a 98% customer satisfaction.
- Compiled new procedures, guidelines, and policies when dealing with customers which decreased the costs by 11% in the first year when implemented in 2014.
- Kept meticulous and secure records of sensitive financial and personal information.

Copper Cookware Specialist

CopperCook Online Cooking Shop

02/2005 – 03/2012

- Educated customers and potential customers who had questions about CopperCook's policies or products.
- Maintained and increased personal knowledge of product specifications and best practices.
- Promoted and sold CopperCook products.

Food Contaminant Consultant

Greater Pork Manufacturers of Minnesota

- Resolved customer problems and complaints by clarifying the issue, explaining the best solution, and following up with cases.
- Built trust in the brand by responding efficiently and helpfully to customer needs.
- Kept accurate records of customer interactions and corresponding cases.

EDUCATION

Associate's Degree, Customer Service Management

Hennepin Community College

08/2000 – 05/2003

Regent's Diploma

Saint Anthony High School

09/1996 – 06/2000

SKILLS & COMPETENCES

Clear Communication | Up Selling | Negotiation | Conflict Resolution | Database Maintenance | Teamwork | Quick Learner | Customer Care | Results Orientated | Time Management

TECHNICAL (IT) SKILLS

Inventory Software: Cin7, Mi9 Merchant, Netsuite

Telephone Skills: Multi-Line Phone Systems

Computer Database Management: ProsperWorks CRM, Freshsales, Pipedrive

VOLUNTEER EXPERIENCE

Umpire

Minneapolis Little League

06/2003 – 07/2006

INTERESTS

American Football | Archery | Solar Energy | Typewriting | Travelling | Video Games