**James Kennedy**

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**Summary**

Customer Service Representative with over three years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

**Area of Experience**

* Retail Sales
* Data Entry
* Microsoft Office
* Typing
* Complaint resolution
* Service-based selling
* Fluency in French and Spanish

**Skills**

* Process Streamlining
* Created customer service email scripts used across the company to interact with customers. Single-handedly created customer service representative training manual, reducing the onboarding process from 8 to 6 weeks. Reduced average customer representative call time by 90 seconds with intuitive online training
* Complaint Resolution
* Answered an average of 50+ calls per day from unsatisfied customers related to delays in shipment, order mistakes and lost orders. Achieved 97% average customer satisfaction rating, surpassing team goal by 12%.
* Service-Based Selling
* Consistently exceeded application targets by 10%+ with innovative up-selling techniques. Pioneered development of an improved system for following up with unsatisfied customers, reducing customer churn by 6%.

**Experience**

**Cloud Clearwater, 20XX, Customer Service Manager**

* Managed customer relationships via phone and email to obtain payments, resolve inquiries and up-sell programs.
* Customer referral program: Spearheaded project, increasing customer base by 15% in less than 6 months.

**Tradelot, 20XX, Customer Service Representative**

* Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

**Education**

Coral Springs University, 20XX–20XX

Bachelor of Science in Business Administration