**FUNCTIONAL RESUME**

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, 2017**

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, 2016**

Customer Service Representative: Resolved customer inquiries via phone and email, consistently exceeding targets and pioneering processes for better customer satisfaction.

**EDUCATION**

**Coral Springs University, 2009–2013**

Bachelor of Science in Business Administration