**PATRICIA SNOW**

18 Mills Way, Sometown, WI 53215

Phone: (555) 555-5555 | ps@somedomain.com

**Customer Service Representative**

Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales

* Dynamic customer service professional experienced in both call-center and retail store settings.
* Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
* Build and maintain enduring customer relationships to boost sales and generate repeat business.

**Experience**

ABC Company, Sometown, WI *(National retail brand with a fast-growing catalog operation)*

**Customer Service Representative,** 9/2011 to Present

* Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
* Listen attentively to caller needs to ensure a positive customer experience.
* Access electronic and paper cataloging systems to look up product information and availability.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
* Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

DEF Company, Sometown, WI (Sometown’s largest showroom for residential and commercial flooring)

**Customer Service Representative,** 6/2011 to 9/2011

* Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
* Memorized the company’s product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.
* Recommended solutions within customer budgets and proactively followed up with all leads.

**Education**

ABC High School, Sometown, WI

**Diploma,** 5/2011

**Seminars Completed**

**The Customer Focus** | Creating **Win/Win Relationships** | **The Customer Is Always Right**

Available for evening and weekend shifts