**FUNCTIONAL RESUME**

Name: MILO SIMS

Address: City, State, Zip Code

Phone: 000-000-0000

E-Mail: email@email.com

**PROFESSIONAL SUMMARY**

personable Customer Service Representative committed to providing high-quality service and superior guest experiences. Positive and infectious personality with excellent interpersonal and relationship-building skills.

**RELEVANT SKILLS**

**Communication**

Company Name, City, State

Answered patrons’ questions via library’s online chat reference service to assist with broad variety of research topics.

Communicated with other local and regional branches to locate materials for inter-library loans.

Advised card holders about library policies, hours and fees.

**Customer Care**

Company Name, City, State

Located print and online materials for students completing research projects.

Helped patrons to complete forms for library card issuance.

Processed customer fines and educated individual patrons on ways to minimize future charges

**Problem-Solving**

Company Name, City, State

Resolved patrons’ complaints tactfully and professionally.

Monitored patrons to enforce adherence to library policies for material management and behavior.

Examined incoming items for signs of damage and documented issues.

**SKILLS**

* Complaint resolution
* Sales expertise
* Order Fulfillment
* Technical Support
* Report preparation
* Credit card processing
* Inbound and Outbound Calling
* POSsystems expert

**WORK HISTORY**

**Customer Service Representative**

January 2019 – Current

**Sales Representative**

February 2015 – November 2017

**Cashier**

February 2011 – February 2013