**CUSTOMER SERVICE RESUME**

**YOUR FULL NAME**

Your mailing address
Your phone numbers
Your email address

**OBJECTIVE**

**Examples:**

Seeking a customer service position in a well-regarded company.

A customer service role in a challenging environment.

To obtain employment as a customer service specialist in a dynamic company.

**PROFILE STATEMENT**

**Examples:**

An energetic customer service professional with solid experience providing diverse customer support in high volume call center environments. Strong problem-solving skills coupled with initiative and accuracy provide a first-rate experience for the customer and facilitate the development of strong customer relationships. A self-motivated and hardworking employee with an excellent track record of meeting and exceeding productivity targets.

A self-motivated professional with over X years experience in the customer service industry. Excellent organizational and communication skills contribute to high levels of efficiency and productivity. Proven track record in resolving complex customer issues and implementing workable solutions. A strong sense of urgency ensures customer satisfaction and improved customer retention levels. The ability to assimilate information quickly facilitates in-depth product knowledge and the provision of outstanding customer service. Verified achievement of performance bench marks in all areas.

A results-orientated customer service specialist with X years experience. A reputation for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty. Proven ability to manage a high volume workload in a calm and constructive manner with a solid record of success in trouble shooting and problem resolution. A committed team member who consistently achieves customer service goals and adds significant value to the bottom line.

**WORK EXPERIENCE**

**Customer Service Representative**

Vericom Telecommunications Company, Newark, NJ

January 2012 - Date

* interact with diverse customer base in person and telephonically
* provide detailed information on services and products to customers
* recommend service and product options to meet customer needs
* demonstrate and instruct on products
* open new customer accounts
* complete and process contracts
* schedule and follow up on installations and service calls
* manage service, product and billing inquiries and complaints
* conduct customer satisfaction surveys and generate business through follow up
* maintain records of all customer interactions and transactions
* produce weekly reports for management
* achieve performance objectives in all areas consistently

**Customer Service Agent**

Brand Distributors, Newark, NJ

September 2007 - November 2011

* performed customer verifications
* entered, processed and expedited customer orders
* prepared all email correspondence relating to customer services
* addressed customer account queries and problems
* managed product shipping issues
* provided ongoing support to customers

**EDUCATION**

Ramapo College, Mahwah, NJ
BA Social Science, 2007

Diploma in Customer Relationship Management, 2010

**TECHNICAL SKILLS**

* MS Office
* CRM software - Siebel and SAP
* data entry and collation skills
* numeracy skills

**CORE COMPETENCIES**

* communication skills
* customer service orientation
* problem-solving
* information management
* organization and planning skills
* accuracy
* persuasive ability
* stress tolerance

**REFERENCES**

Available on request