**CUSTOMER SERVICE RESUME**

 **Contact Information:**

1. Full name
2. Campus and permanent addresses
3. Telephone numbers
4. Email address

**Objective:**To be a Customer Service Manager in the airlines sector, where my 12 years of progressive experience in the industry can add value to a customer-centric team.

**Summary:**It allows creative job seekers to present their personal traits in a positive manner. For example:

Can execute programs using limited resources. Problem solving, leadership and communication skills are some of the qualities developed from my experience as an able customer relations representative.

**Education:**In reverse chronological order, required information includes:

1. Degree(s) and major
2. Date of graduation (month and year)
3. Universities attended
4. Location of universities (city and state)
5. Any certifications or licenses related to your degree

**Add Keywords:**Use power words or verbs that match the level of position you want. For example, to strengthen the image in the field of customer service, use as many 'customer service oriented' words as possible.

**Skills:** Add this section if you have any specific work-related skills that are measurable, like computer programming or experience with work-related software. For example:

* Computer skills: List languages, systems and programs
* Language skills: Specify language and your level of proficiency

**Experience:**List the most recent experience first. Highlight all achievements while describing recent jobs, and roles within each job. For example:

Benefited the company by saving over 10% of the cost on its most important supply contracts through a planned process of inventory consolidation, pricing re-negotiation and restructuring delivery timelines and SLAs.

**Activities:**You may want to list your extra-curricular activities that involve organizations, clubs, student governments, athletics and professional affiliations. You may use action verbs to describe your responsibilities and accomplishments just as you did in the Experience section.

Other important tips to be kept in mind while writing a customer service representatives resume are:

**Be accurate:** This goes with rule one. Don't exaggerate your experience, your education or anything else on your resume.

**Be concise:** A recent study indicates that the average recruiter spends ten seconds looking at a resume. You have ten seconds to convey an initial message. Ideally, your resume should be one page long. If you can't fit everything on one page, use two pages, but no more. If you use two pages, be sure to put your name on the second page (use page header or footer).

**Focus on the employer:** When you talk about your achievements and experience, describe what you helped your employer accomplish. Here's an example of the difference between employee focus vs. employer focus:

* Employee focus: Responsible for a newly formed group of engineers that performed custom work for profit
* Employer focus: Created a profit center from the previous financial liability of custom work and increased the bottom line by $1.5 million in the first year

**Be neat:** When you fail to be neat, it implies that don't pay attention to details. Customer service people must be concerned about the details.

**Revise:** A good resume is revised for each new job opportunity. This gets back to the introduction of this article. You should also revise your resume to keep it up to date with your latest experience. You also need to constantly improve the verbosity to more clearly convey your value to the employer.