**Angela Horton**

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**Summary**

Pleasant Customer Service Representative who understands the importance of maintaining balance between customer needs and company profit. Adept at negotiating resolutions to customer issues, diffusing irate customers and suggesting add-on sales for repeat customers. Specializes in auto parts and auto service.

**Highlights**

* Exceptional computer and Internet skills
* Able to develop strong rapport even with difficult clients
* Utilizes company policies in every situation
* Understands even the most complex instructions
* Maintains a professional attitude and demeanor at all times
* Very reliable team player

**Work Experience**

**May 2010 to February 2015 Tim’s Auto Parts and Service – New Parkland, CA Customer Service Representative**

* Part of a select team that dealt only with larger repeat customers on all issues.
* Assisted in developing some policies that were followed in regards to larger clients.
* Sometimes asked to act in a supervisory capacity on special projects or special situations.

**June 2005 to May 2010 William Auto Service – New Parkland, CA Customer Service Representative**

* Assisted in monitoring number of incoming calls and recommending actions to help take care of busy times of the day.
* Often asked to intervene with difficult customers, especially for newer representatives.
* Was regularly requested as a customer service solution by many of the company’s more significant clients.

**July 2000 to June 2005 Gorge Parts – New Parkland, CA Customer Service Representative**

* Part of a team responsible for fielding all incoming customer service calls from customers from the Northwestern United States.

**Education**

2000 Halliday Senior High School, New Parkland, CA High School Diploma