Customer Service Resume Sample

Name Here

Address Here

City, Country
888-483-4456 | Email

**Work Experience**

2010 - Present
Toronto, ON

Customer Service Manager | XYZ co.

* Supervise 25+ cashiers and customer service representatives
* Manage front-end operations to ensure efficient and friendly transactions
* Reduced staff turnover rate by 20% in the first year

2008 - 2010
Toronto, ON

Customer Service Representative | Credit Care

* Developed effective phone selling technique with potential buyers
* Answered inbound calls and assisted customers with account management issues
* Managed data entry into company's customer database

2006 - 2008
Toronto, ON

Sales Representative | Furniture Shoppe

* Compiled and maintained non-monetary records and reports
* Used store's computerized system to account for funds and inventory
* Responsible for closing the store and balancing till at the end of the shift

**Education**

2003 - 2007
City, Country

Institution Name
*Bachelor of Business Management*

**Additional Skills & Interest**

* Clear communication skills and friendly demeanor
* Excellent time management and leadership skills
* Proficient with Microsoft Excel and PowerPoint
* Typing skills of 70+ WPM