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| **NAME STREET ADDRESS CITY, STATE ZIP CODE PHONE** [**EMAIL**](mailto:msmith@msn.com) |
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| **OBJECTIVE:** To obtain a position as a customer service representative |
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| **HIGHLIGHTS OF QUALIFICATIONS:** |
| * Exceptional organizational and problem-solving skills |
| * Excellent customer service background including experience in sales and training |
| * Ability to remain poised when handling difficult customer situations |
| * Effective team player but able to work independently with little or no supervision |
| * Increased customer retention by providing excellent customer service |
| * Conversant in Spanish |
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| **PROFESSIONAL EXPERIENCE:** |
| **ABC Company** George, CO June 2006 to January 2008 |
| Sales Supervisor |
| * Directed the activities of the Customer Service Associates to ensure customer satisfaction and company profitability |
| * Resolved problems and mediated staff disputes |
| * Recruited, trained, and supervised all sales associates |
| * Developed and incorporated policies and procedures for the department |
| * Managed sales accounts |
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| **XYZ Company**  Fargo, ND April 1995 to June 2006 |
| Customer Service Associate |
| * Expedited completion of customer orders and resolved customer complaints |
| * Assisted Account Executives and Regional Representatives with daily account activity |
| * Received letter of commendation for improving customer retention by 20% over the previous year |
| * Mentored new customer service associates |
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| **EDUCATION:** |
| * 40 hours of Computer Science credits, Colorado State University, George, CO |
| * B.S. in Business Administration, South Dakota State University, Brookings, SD |
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| **COMPUTER SKILLS:** |
| Microsoft Office, including Word, Excel, and PowerPoint |
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| **COMMUNITY SERVICE:** |
| Serve on the Board of Directors for the North Dakota Arts Center |