|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | CUSTOMER SERVICE REPRESENTATIVE | | Resume example by Resume Genius | |  | | PROFESSIONAL EXPERIENCE | |  | | **Customer Service Representative**  Harris Solutions – Tempe, AZ | Sep 20XX – Present | |  | | * Resolve an average of 75 customer inquiries per day, including technical support, billing, and account management questions * Maintain 91% first-contact resolution rate, demonstrating strong problem-solving and troubleshooting skills * Implemented a new customer feedback system, resulting in a 20% increase in positive customer satisfaction ratings * Train and mentor new customer service representatives | |  | | **Customer Service Associate**  Bright Star – Tempe, AZ | June 20XX – August 20XX | |  | | * Handled customer inquiries across multiple channels, including phone, email, and live chat, with an average response time of 2 minutes * Consistently met and exceeded monthly sales targets by 18% through effective upselling and cross-selling techniques * Recognized as "Customer Service Representative of the Quarter" twice for exceptional service and problem resolution * Collaborated with the operations team to identify and implement process improvements, leading to a 12% reduction in customer wait times | |  | | |  |  |  | | --- | --- | --- | |  | | | | CONTACT | | | |  | | | |  | (480) 531-2942 | | |  | your.email@email.com | | |  | Tempe, AZ | | |  | | | |  | | | | PROFILE | | | | Customer service professional with a track record of exceeding performance goals and driving customer satisfaction. Expertise in CRM systems, analyzing customer feedback, and implementing process improvements. Skilled at providing courteous and efficient assistance and passionate about creating a positive customer experience. | | | |  | | | |  | | | | EDUCATION | | | |  | | | | **Bachelor of Arts in Communications**  Arizona State University Tempe Campus   Tempe, AZ | May 20XX | | | |  | | | |  | | | | KEY SKILLS | |  | |  | |  | | CRM platforms | | Spanish | |  | |  | | Conflict resolution | | Sales | |  | |  | | Team leadership | | Problem solving | |  | |  | |
| **Logo  Description automatically generated**  **Dear Job Seeker,**  **Want to make a lasting impression on employers?** Our sleek new resume templates feature a space for your profile photo, ensuring that hiring managers remember your application.    Our resume templates with photos are ideal if you’re applying for a job that requires a headshot, like a position as an [actor](https://resumegenius.com/resume-samples/acting-resume-example), [model](https://resumegenius.com/resume-samples/model-resume), or [theatre](https://resumegenius.com/resume-samples/theater-resume) performer.  However, if you’re applying for work in the US or UK, you should **avoid** using a [resume with a picture](https://resumegenius.com/blog/resume-help/including-a-resume-picture) on it because companies consider it an HR risk.    If you’re struggling to write your resume, here are some free resources to help you put together a resume that shows employers you’re the right person  for the job:  ·     [Free Resume Builder](https://resumegenius.com/?utm_source=Word_Doc&utm_medium=Resume_Builder_Link&utm_campaign=RG_Downloads)  ·     [How to Write a Resume](https://resumegenius.com/blog/resume-help/how-to-write-a-resume)  ·     [Resume Samples by Industry](https://resumegenius.com/resume-samples?utm_source=Word_Doc&utm_medium=Resume_Samples_Link&utm_campaign=RG_Downloads)    Once you have a great resume, pair it with a convincing cover letter using our matching cover letter templates. Here are a few resources to help you write a cover letter that gives your application the boost it needs to land  you an interview:  ·     [Cover Letter Builder](https://resumegenius.com/cover-letter-builder?utm_source=Word_Doc&utm_medium=Cover_Letter_Builder_Link&utm_campaign=RG_Downloads)  ·     [How to Write a Cover Letter](https://resumegenius.com/cover-letters-the-how-to-guide?utm_source=Word_Doc&utm_medium=Cover_Letter_Guide_Link&utm_campaign=RG_Downloads)  ·     [Cover Letter Examples by Industry](https://resumegenius.com/cover-letter-examples?utm_source=Word_Doc&utm_medium=Cover_Letter_Examples_Link&utm_campaign=RG_Downloads)  Best regards,  Shape  Description automatically generated with medium confidence  **IMPORTANT:** To delete the second page, right-click on the page and click “Delete Rows” | |