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| |  |  | | --- | --- | |  |  | |  | (734) 367-5815 | |  | Ann Arbor, Michigan | |  | your.email@email.com | |  |  | |  | **EDUCATION** | |  |  | |  | **High School Diploma** | |  | Harrison High School, Ann Arbor, MI | |  | May 20XX | |  |  | |  | **KEY SKILLS** | |  |  | |  | * CRM software * Troubleshooting * Active listening * Problem solving * Conflict resolution * Communication * Time management * Collaboration * Technical knowledge | |  |  | |  |  | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  | | | | | | | | **REMOTE** CUSTOMER  SERVICE RESUME  **Example by Resume Genius**  Dedicated remote customer service representative with a passion for creating positive customer interactions. Excels at multitasking, prioritizing tasks, and providing accurate information to clients in a timely manner. Exceptional interpersonal skills, with a keen eye for detail and the ability to build rapport with customers. Committed to ongoing training and development to enhance product knowledge and customer service expertise. | | | | | | | |  | | | | | | | | **PROFESSIONAL EXPERIENCE** | | | | | | | |  | | | | | | | | **Remote Customer Service Rep** | | |  | 20XX – Present | | | | InnoTech, Ann Arbor, MI | | | | |  | | | | | | | | * Provide high-quality virtual customer support to an average of 55 clients per day, maintaining a first-contact resolution rate of 90% * Consistently exceed monthly customer satisfaction goals, earning a 4.9/5 average customer feedback score * Leveraged advanced troubleshooting skills to resolve complex technical issues, resulting in a 25% reduction in escalated cases * Actively participated in process improvement initiatives, leading to a 15% increase in overall team productivity while working remotely | | | | | | | |  | | | | | | | | **Customer Service Associate** | |  | | | 20XX – 20XX | | | Horizon Helpdesk, Detroit, MI | | | | | |  | | | | | | | | * Handled an average of 45 customer inquiries per day through phone, email, and live chat, with a 92% satisfaction rating * Recognized for exceptional problem-solving and de-escalation skills, achieving a 95% first-contact resolution rate * Participated in virtual training sessions to continuously expand product knowledge and stay up-to-date on company policies | | | | | | | |  | | | | | | | | **Administrative Assistant** |  | | | | | 20XX – 20XX | | Stellar Solutions, Detroit, MI | | | | | | |  | | | | | | | | * Provided remote administrative support to the customer service department, including data entry, documentation, and file management * Demonstrated strong organizational skills, maintaining a 98% accuracy rate in customer records and account information * Collaborated with the remote customer service team to identify process improvements, contributing to a 12% increase in overall operational efficiency | | | | | | | |
| **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” | |