

FIRST NAME LAST NAME

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Ten years of excellent and courteous customer service experience in fast-paced environments with a passion for troubleshooting.

Experience

April 2021 – May 2021

Company Name, Remote - *Contact Center Agent*

- Answered incoming telephone calls from customers and employees regarding general store information, price and product availability in a high call volume environment
- Handled high pressure calls such as 911 callbacks, fraud claims, assault charges
- Transferred calls to the appropriate store and department
- Verified product availability and prices using [Company Name] website and database systems
- Resolved and documented customer concerns within Salesforce with a 90% success rate based on 90 successful calls out 100 calls per day

August 2009 – July 2020

Company Name, Location, Location - *Library Page*

- Assisted patrons with inquired books, genres, and use of library resources
- Demonstrated and directed patrons with internet use and Microsoft Suite navigation
- Troubleshoot software and hardware malfunctions for library staff and patrons
- Trained new library employees on essential job duties, library protocol, and customer service
- Input and document of ISBN into software for outgoing inventory
- Retrieved and prepared internal book requests for all 63 [Location] Library locations

August 2018 – October 2018

Company Name, Location, Location - *Quality Assurance*

[Temp contract]

- Reviewed and processed family income inquiry forms for all [Location] schools
- Utilized applicant tracking system for application processing to ensure proper school funding
- Selected to help mentor all other quality assurance staff
- Chosen to be cross trained within the unit as a result of outstanding overall performance

September 2015 – October 2015

Company Name, Location, Location - *Design Assistant*

- Researched and compiled marketing photography for campaign projects
- Collaborated with supervisors in selection of approved photos

August 2018 – October 2018

Company Name, Location, Location - Design and Marketing Intern

- Greeted and guided customers to designated departments
- Assisted with customer inquiries, provided information on town hall events and resources
- Developed excel spreadsheets for automated weekly transfer of analytical data and client information
- Managed and updated clientele database
- Prepared and organized event marketing materials for town hall
- Created and designed journal and invitations for annual gala

Skills

Platforms: Windows, Linux, Mac OS

Expertise: Effective interpersonal communication, Superb organization and time management skills, Professional versatility, Customer support

Software: Salesforce, Microsoft Suite, Google Workspace

Certifications

2021

Coursera - *Google IT Support Certification*

Expected November 2021

CompTIA A+

Education

2014

[Name] College, Location, Location - Bachelor of Science

2012

[Name] Community College, Location, Location - Associate of Science

Expected Graduation November 2021

IT Bootcamp, Location, Location – IT Support