

ACTIVITY – RESUME REVIEW

Marie Clark

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Objective

Actively seeking a customer service position that focuses on sales, customer retention, and solving problems.

Experience

ABC UTILITY COMPANY, Sometown, VT
Customer Service Representative, 5/2015 to Present

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

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Professional Profile

Polished, professional customer service representative offering:

- Proven experience providing customer support in busy insurance industry call centers.
- An unwavering commitment to customer service.
- The ability to build productive relationships, resolve difficult problems and win customer loyalty.
- Strong partnership-building skills; listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.

Experience

ABC UTILITY COMPANY, Sometown, VT
Customer Service Representative, 5/2015 to Present

Handle customer inquiries, complaints and billing questions. Calm angry callers, repair trust, locate resources and design best-option solutions. Interact daily with internal partners in several divisions.

- During the past 12 months, I resolved an average of 350 inquiries per week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Served as an official mentor and trainer of both new and established employees; became the lead "go-to" person for new reps and particularly challenging calls.
- Helped the company attain the highest customer service ratings (as determined by external auditors); earned 100% marks in all categories including communication, listening skills, problem resolution and politeness.
- Commended in performance evaluations for initiative, influence, intense customer focus and dependability.