



ENG 201 SOLVED JUST IDEA DONOT COPY AND PAST

Sample Customer Service Officer Resume

vchowk
989
Atlanta,
Cell: 404-888-4539
Email: .vusolutions@example.com

G.
S.
Woodrow

GARCIA
Lane
Lahore

Summary of Objectives:

To obtain the position of a customer service officer and contribute my outstanding customer experiences and maximize opportunities to promote sales of services and products in a renowned organization.

Summary of Skills:

More than three years of work experience in customer service
Knowledge of the working structures and policies of corporate sector
Possess excellent listening and communication skills
Customer service oriented with excellent management and interpersonal skills
Possess excellent analytical, logical and telephonic etiquettes
Familiar with major computer application and software programs
Good motivation with effective problem solving, organizational and negotiation skills
Possess excellent leadership with ability to lead a team independently

Professional Experience:

Integral Global Services, Georgina
June 2005
Customer Service Officer

Responsible for managing all aspects of commercial relationship with customer
Raise and process customer quotes and orders as per contractual obligations and policies
Liaise with the project manager to ensure the overall management and performance customer account
Ensure timely and accurate invoicing of purchase orders in accordance with contractual obligations and maintenance routines
Review customer complaints and ensure timely solutions of the same
Manage commercial aspects for performed at customer locations
Report non-conformances to customers and process warranty claims on behalf of customers

Educational Summary:

Achieved bachelor's
University of Georgina in the year 1997

degree

BusinessStudies

Personal Information:

Name: Isabella

G.

GARCIA

Date of

Birth:

23.05.1974

Employment Status: Full time

Relationship status: Married

Reference:

Will be furnished upon request

ONE MORE RESUME

MARIE CLARK

185 Maple St.

Sometown, CT 55555

Home: (860) 555-5555

mclark@somedomain.com

CUSTOMER SERVICE REP / 10 YEARS' EXPERIENCE IN CALL CENTER SETTINGS

Polished, professional customer service rep offering:

- 10 years of experience providing customer support in busy call center environments for public utility and insurance industry employers.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

EXPERIENCE

Customer Service Representative

5/2005-Present, ABC Utility Company, Hartford, CT

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

Key Accomplishments:

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one of the company's primary mentors/trainers of both new and established employees.
- Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.

- Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
- Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

Customer Service Agent

2/2001-5/2005, DEF Insurance Company, Hartford, CT

Handled incoming calls from policyholders, responding to inquiries, resolving problems and correcting policy errors. Provided quotes and executed online policy changes for auto, home and excess liability. Used consultative selling techniques to provide leads for telesales personnel.

Key Accomplishments:

- Recognized as "#1 Customer Service Rep" (out of 20 reps in division) in Fall 2004. Ranking was based on accuracy, customer service, duration of calls and availability.
- Co-developed on-the-job training program that reduced training time from eight weeks to five.
- Contributed to an 8% sales increase in 2004 by improving lead-generation and sales-tracking techniques.

EDUCATION

4/2001-6/2001, ActionStudies Customer Service Skills Training, Hartford, CT

Completed five 4-hour modules of customer service training. Topics included how to:

- Greet transfer and hold calls
- Build rapport, listen, clarify and manage conversational flow
- Manage upset customers, conflicts and challenging situations
- Deliver outstanding service, exceed expectations and build long-term loyalty
- Work in teams and in a self-directed environment

9/1996-6/2000, XYZ High School, Hartford, CT

SKILLS

<u>Skill Name</u>	<u>Skill Level</u>	<u>Last Used/Experience</u>
Customer Service	Expert	Currently used/10 years
Call Center Service Operations	Expert	Currently used/10 years
Complaint Handling/Dispute Resolution	Expert	Currently used/10 years
Sales Lead Generation	Expert	Currently used/10 years
Data Entry/Records Management	Expert	Currently used/10 years
Multiline Phone Use	Expert	Currently used/10years
MS Word, Excel and Access	Intermediate	Currently used/8 years

ADDITIONAL INFORMATION

- Willing to relocate
- Willing to travel up to 25% of the time