**Sally S. Smith**

123.456.7890 • Los Angeles, CA 90001 • sallysmith@gmail.com • www.linkedin.com/in/sallysmith

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management, relationship-building and communication.

**WORK EXPERIENCE**

**Corporation XYZ -** *Happy Town, CA* 09/2018 - PRESENT

**Customer Service Representative**

Responsible for managing 45+ accounts in manufacturing industry while ensuring quality service.

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account data.
* Maintain financial accounts by processing customer adjustments timely and professionally.

**Business LMNOP** *- Springville, CA* 02/2016 - 09/2018

**Telephone Sales Representative**

Developed and improved the capabilities of sales representative team over the course of two years.

* Received 97% satisfaction rating from customers after completed phone or video call.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with team to quickly resolve customer complaints with appropriate action.

## Organization QRS *- Sunny Town, CA* 03/2014 - 02/2016

**Front Desk Agent**

Used strong communication skills to collaborate with team members to ensure efficient service.

* Created and maintained office forms and procedures to assist with administrative tasks.
* Processed orders, determined charges, and oversaw billing and payments.
* Greeted and welcomed clients with a warm, friendly and positive attitude.

**PROFESSIONAL SKILLS**

* Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

**EDUCATION**

**ABC College -** *Cheerful City, CA*

Bachelor of Arts **-** Communications, May 2021