

First name, Last Name

City, State

Phone number

Email Address

Professional summary/objective: Three to four sentences expressing skill set, qualifications, and proposition value to the potential employer. Example below:

Dynamic and empathetic customer service professional with a decade of experience in retail and healthcare. Maintains a high level of professionalism while exceeding team goals and customer satisfaction.

Education:

Include the highest applicable education level and relevant certificates. Include the institution name, city, and state, along with the certification title and year achieved. Example below:

Harvard University, Cambridge, Ma, Bachelor of Science, Communication, 2014

Skills:

In bullet format list technological competencies, hard and soft skills.

- **Proficient in Microsoft office, Word, Outlook, PowerPoint, and Excel.**
- **Communication expert, troubleshooting, de-escalation, solutions-oriented, advocate, and detail-oriented.**
- **Trilingual in Spanish, Mandarin and English.**
- **Typing speed 85 WPM**

Professional History:

In order from most recent to least, list applicable work experience with metrics. Include title, company name, location, and dates of work. Examples include below:

Customer Service Specialist – Company A – Jacksonville, FL, 11/2018 – Present

- **Intake 100 plus customer calls daily; answer inquiries related to insurance details and dates of service.**

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- **Update member profiles to reflect accurate details.**
- **Support members in a positive, proactive, and empathetic approach.**
- **Reconcile complaints and escalate issues as needed to managers.**
- **Average call handle time of three minutes and thirty seconds.**