

Jane Doe

Customer Service Specialist

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City, State
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PROFILE

Dedicated customer service professional with over 3 years of experience in fast-paced environments. Committed to providing efficient solutions and building positive relationships with customers.

EXPERIENCE

Customer Service Representative, *Acme Inc.*

2022 – Present

Assisted customers via phone and email, resolving inquiries and complaints.

Consistently achieved customer satisfaction scores above 95%.

Trained and mentored 5 new team members.

Support Associate, *RetailMart*

2019 – 2022

Provided in-person support to over 100 customers daily.

Processed purchases, returns, and exchanges efficiently.

Recognized as Employee of the Month, March 2021.

EDUCATION

Associate of Arts in Business Administration

City College, City, State | 2017 – 2019

SKILLS

Problem Solving

Communication

Zendesk

CRM Systems

Conflict Resolution

Teamwork