

Jane Doe

Customer Service Specialist

j.doe@email.com

(555) 123-4567

City, State

linkedin.com/in/janedoe

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 â€“ Present
â€¢ Assisted customers via phone and email, resolving inquiries and complaints.
â€¢ Consistently achieved customer satisfaction scores above 95%.
â€¢ Trained and mentored 5 new team members.

Support Associate, *RetailMart* 2019 â€“ 2022
â€¢ Provided in-person support to over 100 customers daily.
â€¢ Processed purchases, returns, and exchanges efficiently.
â€¢ Recognized as Employee of the Month, March 2021.

EDUCATION

Associate of Arts in Business Administration

City College, City, State | 2017 â€“ 2019

SKILLS

Problem Solving
Communication
Zendesk
CRM Systems
Conflict Resolution
Teamwork