

Jane Doe

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Professional Summary

Dedicated Customer Care Professional with 5+ years of experience providing exceptional service in fast-paced environments. Adept at resolving issues, fostering customer loyalty, and maintaining a positive brand reputation. Strong communicator with proven ability to handle challenging situations with empathy and efficiency.

Experience

Customer Care Representative

XYZ Corporation, City, State
June 2020 – Present

- Manage 50+ customer interactions daily, maintaining a 98% satisfaction rate.
- Resolved billing and product inquiries via phone, email, and live chat.
- Collaborated with team to improve workflow and reduce average call handling time by 15%.

Customer Service Associate

ABC Company, City, State
August 2018 – May 2020

- Assisted customers with account issues and order tracking.
- Received Employee of the Month for outstanding service three times.
- Trained and mentored 5 new team members.

Education

Bachelor of Arts in Communications

University of Example, City, State
2014 – 2018

Skills

Customer Relationship Management
Conflict Resolution
Communication
CRM Software (Salesforce, Zendesk)
Time Management
Multi-channel Support
Teamwork