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**Name**  
Street Address  
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**OBJECTIVE:** To obtain a position as a customer service representative

**HIGHLIGHTS OF QUALIFICATIONS:**

- Exceptional organizational and problem solving skills
- Excellent customer service background including experience in sales and training
- Ability to remain poised when handling difficult customer situations
- Effective team player but able to work independently with little or no supervision
- Increased customer retention by providing excellent customer service
- Conversant in Spanish

**PROFESSIONAL EXPERIENCE:**

**ABC Company**                      George, CO                      June 2006 to January 2008

Sales Supervisor

- Directed the activities of the Customer Service Associates to ensure customer satisfaction and company profitability
- Resolved problems and mediated staff disputes
- Recruited, trained, and supervised all sales associates
- Developed and incorporated policies and procedures for the department
- Managed sales accounts

**XYZ Company**                      Fargo, ND                      April 1995 to June 2006

Customer Service Associate

- Expedited completion of customer orders and resolved customer complaints
- Assisted Account Executives and Regional Representatives with daily account activity
- Received letter of commendation for improving customer retention by 20% over the previous year
- Mentored new customer service associates

**EDUCATION:**

- 40 hours of Computer Science credits, Colorado State University, George, CO



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