## Customer Service Representative Resume Sample 1

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### A. Summary

Professional customer service representative who has 10 years of customer support experience in very busy call centers in the public utility domain. I am committed to the job and to serving customers, have the skill of building productive relationships, I can easily resolve complex problems and win every client’s loyalty.

### B. Working Experience

* **2013 – Present – Montrose Utility Enterprise, University Park, Iowa**

**Responsibilities:** Answer to all the clients’ complaints and inquiries. Manage and answer billing questions. Decide if the customers should be granted a payment extension or a particular service that he or she requested. Calm the callers who are angry or upset. Repair the trust issues. Locate resources to fix their problems. Design solutions that are the best option for both sides.

**Achievements**: Managed to work with a high volume of customers in the allotted working time. My average number of inquiries per any week was 550. Met all the performance benchmarks set by my superiors in all areas, including accuracy, speed, and volume.

* **2006 – 2013 – ArrowHead Insurance Company, University Park, Iowa**

**Responsibilities:** Greet the customers both in person and over the phone. Inquire as per the purpose of their call or visit. Give customers some info about the products or services belonging to the company. Demonstrate their key features. Take and answer questions about them, including regarding the price, after sale services, and features. Take orders from customers and tell them all about the delivery options.

**Achievements:** Increased the sales volume by an outstanding 75 percent via my word of mouth campaign which followed my delivering of incredible services to customers. Introduced a new digital system called *Data Buddy* which reduced the paperwork from customer information by 80 percent.

### C. Education and Academic Training

* Graduated from the Community College in University Park, Iowa in 2005
* Completed six three-hour modules of training on customer service between 2004 and 2005.

### D. Job Related Skills

* Expert in customer service
* Call center service operations
* Resolving disputes
* Handling complaints
* Expert in lead generation for sales
* Records management
* Data entry
* Using a multiline phone
* Knowledge of Microsoft Office package, especially Excel, Word, and Access

### E. General Skills

* Hard worker
* A deep desire to help people
* Like to always be of service
* Pleasant personality
* Calm
* Composed
* Team player
* Willing to relocate
* Also willing to travel 25 up to 50 percent of time
* Willing to work longer hours or extra shifts around holidays or special days such as Black Friday.