## Customer Service Representative Resume Sample 2

**Frances Davis**

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### A. Summary

My objective is to obtain the position of customer service representative in a company where all my experience in customer relation can be put to good use. I wish to find a job that will allow me to improve customer satisfaction for the enterprises’ clients and promote its brand and name as much as possible.

### B. Working Experience

* **2010 – Present - The Long Boat Services Company, Miami, Florida**

**Responsibilities:** Respond to and answer as promptly as possible to all customer complaints and inquiries. Investigate and try to resolve any issues that occurred regarding the products or services of the company. Manage the customer database and their accounts. Verify the clients. Process all requests, applications, and orders that came through the system. Work with the company’s administration by forwarding requests as well as all the unresolved issues towards their designated resource. Communicate and interlink with all the departments of the company.

* **2003 – 2010 – Catfish Parade Marketing Company, Miami, Florida**

**Responsibilities:** Interact directly with the clients by phone, digitally or face to face. Provide them with technical support while keeping in line with the company’s maintenance procedures. Keep the records of all the discussion I had with the customers. Train new customer service representatives. Manage a team of six customer service representatives. Meet on a regular basis with other team managers so as to discuss what can be improved in the process. Learn everything about the company’s products and services. Keep updated on and ahead of technology by participating in training and courses.

**Achievements:** Successfully trained a team of six entry-level customer service representatives which went on to perform well in the company.

### C. Education and Academic Training

* High School Diploma from the Nova Terra High School in Ocala, Florida

### D. Job Related Skills

* Information analysis
* Knowledge of the market
* Marketing
* Risk management
* Assertiveness
* Self-control
* Client account managing
* Multi-tasking
* Follow up
* Quality control
* Product demonstration
* Customer satisfaction
* Communication

### E. General Skills

* Very fluent in three languages: English, Portuguese, and Spanish
* A people’s person
* Calming and soothing voice
* Pleasant personality
* Team player
* Leadership skills
* Pleasant appearance
* Motivated
* Flexible when it comes to working hours or to switching teams
* Professionalism
* Willing to sign an NDA if need be
* Can work on special occasions such as holidays or special days such as Black Friday.
* Willing to work on weekends
* Strong working ethics
* Fondness for helping people