

[First Last Name]

[City, State] | [email@example.com] | [+1 (000) 000-0000] | [LinkedIn URL]

PROFESSIONAL SUMMARY

Customer-focused **Customer Service Representative** with [X+] years of experience supporting customers across [industry/industries] via phone, email, and chat. Proven ability to manage high-volume queues while maintaining high **CSAT**, **FCR**, and quality scores. Skilled at de-escalating complex issues, translating technical information into clear language, and documenting interactions in **CRM systems**. Known for reliability, empathy, and a data-driven approach to improving customer experience and team efficiency.

PROFESSIONAL EXPERIENCE

[Senior Customer Service Representative] | [Company Name]

[MM/YYYY] – Present | [City, State]

- Resolved an average of [X–Y] inbound calls, emails, and chats per day using [CRM Tool, e.g., Salesforce/ZenDesk/Freshdesk], consistently achieving [X%+] CSAT and [X%+] quality assurance scores.
- Owned end-to-end case management for [product/service type] issues, including troubleshooting, order adjustments, billing inquiries, and account updates, resulting in a [X%] improvement in first-contact resolution over [time period].
- Mentored [X] new hires by shadowing, side-by-side coaching, and knowledge-sharing sessions; contributed to a [X%] reduction in onboarding time and helped maintain adherence to [SLA/handle time] targets.

[Customer Service Representative] | [Previous Company Name]

[MM/YYYY] – [MM/YYYY] | [City, State]

- Handled customer inquiries and complaints across multiple channels (phone, email, chat) using [Ticketing System/Helpdesk Tool], maintaining an average handle time within [X%] of team targets.
- Documented all customer interactions, follow-ups, and resolutions accurately in [CRM/Database], improving data quality and enabling clearer reporting on recurring issues and customer trends.
- Collaborated with cross-functional teams (e.g., Billing, Technical Support, Logistics) to resolve escalated cases, reducing repeat contacts by [X%] and improving overall customer experience.

EDUCATION

[Associate/Bachelor's Degree in Business Administration] | [University Name]

[MM/YYYY] – [MM/YYYY] | [City, State]

- Relevant coursework: [Customer Relationship Management], [Business Communication], [Introduction to Marketing], [Data Analysis/Statistics].

SKILLS

Customer Support Tools: [Salesforce Service Cloud], [Zendesk], [Freshdesk], [LiveChat], [VoIP/Call Center Software].

Customer Service & Operations: High-volume queue management, ticket triage, escalation handling, order & billing support, returns & refunds, knowledge base usage.

Communication & Soft Skills: Active listening, conflict resolution, de-escalation, empathy, clear written and verbal communication, rapport building.

Metrics & Quality: CSAT, NPS, FCR, AHT, adherence, QA score interpretation, continuous improvement mindset.

Technical & Productivity: [MS Office / Google Workspace], data entry, typing [XX+ WPM], basic troubleshooting for web/mobile apps, multi-screen navigation.

Languages (if applicable): [English – Native/Fluent], [Spanish – Conversational/Fluent], [Other Language – Level].

PROJECTS & CONTRIBUTIONS

[Knowledge Base Improvement Initiative] | [Company Name]

[MM/YYYY] – [MM/YYYY]

- Reviewed and updated [X+] help center articles and internal FAQs based on recurring customer questions and feedback from frontline agents, improving article usage and reducing average handle time by approximately [X%].

[Customer Feedback & CSAT Analysis Project] | [Company Name]

[MM/YYYY] – [MM/YYYY]

- Analyzed post-contact survey comments and CSAT scores in [Survey Tool/CRM] to identify the top [3–5] customer pain points and presented findings to the team, informing process changes and training topics.