**Sally S. Smith**

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**PROFESSIONAL SUMMARY**

Reliable, energetic and resourceful customer service professional with over 5 years of experience resolving customer complaints and promoting conflict resolution. Expertise in client services, account management and relationship-building.

**WORK EXPERIENCE**

**Customer Service Representative -** *Corporation XYZ, Happy Town*

July 2017 - PRESENT

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account information.
* Maintain financial accounts by processing customer adjustments in a professional manner.
* Increased customer base by 30% during the year 2018 due to the delivery of quick service.

**Telephone Sales Representative -** *Business LMNOP, Springville*

February 2015 - July 2017

* Received 97% satisfaction rating from customers after completed phone or video call.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with team to quickly resolve customer complaints with appropriate action.
* Effectively managed approximately 100 incoming calls daily.

**Front Desk Clerk -** *Organization QRS, Sunny Town*

March 2013 - February 2015

* Created and maintained office forms and procedures to assist with administrative tasks.
* Took orders, determined charges, and oversaw billing and payments.
* Greeted and welcomed clients with a warm, friendly, and positive attitude.
* Coordinated the repair and maintenance of office supplies and equipment.

**EDUCATION**

**Bachelor of Arts – Communications -** *ABC College, Cheerful City*

Expected Graduation - May 2020

**PROFESSIONAL SKILLS**

* Mastery of Microsoft Office programs (Word, Excel, PowerPoint)
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

**VOLUNTEER EXPERIENCE**

## Habitat for Humanity *- Non-Profit Organization*

May 2018 - PRESENT

* Volunteer laborer restoring a 12-home community.

## Big Brothers Big Sisters *- Youth Mentoring Organization*

January 2017 - January 2018

* Worked as a volunteer youth mentor to empower and support children.

**AWARDS AND HONORS**

## Dean’s List *- ABC College*

December 2017 and May 2018

* Completed 12 or more letter-graded units during the quarter with a 3.7 GPA.

## Outstanding Customer Service Award *- Corporation XYZ*

October 2015

* Recognized for outstanding service to clients and dedication to fellow employees.

**PROFESSIONAL MEMBERSHIPS**

* Professional Customer Service Association (August 2018 – present)
* American Society for Personnel Administration (October 2017 – present)
* Freshmen Communications Academic Council (2017 – 2018)

**LANGUAGE COMPETENCIES**

* English: native language
* Spanish: fluent (speaking, reading, writing)
* French: intermediate (speaking, reading); basic (writing)