**Russell jobseeker**
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*CUSTOMER SERVICE CHAMPION WITH 15 YEARS EXPERIENCE IN BOTH CUSTOMER-FACING AND CALL CENTER SETTINGS*

 **Summary:**

Enthusiastic customer service representative with a finesse for problem solving and delivering solutions in a timely and friendly manner. Has demonstrated the ability to think and act quickly, and as a result improve the company’s bottom line. Extremely focused and reliable, with a passion for teamwork.

**Highlights:**

* Software/technical support
* Strong data entry skills, with an emphasis on accuracy and detail
* Familiar with accounts payable and receivable, and can be depended on to solve complex billings issues for customers
* Guiding customers step-by-step through account set-ups
* Polite and warm disposition that is sure to win customer trust and loyalty
* Ability to remain steady and calm in high-pressure situations

**Professional Experience**

***Customer Service Representative
2008-Present, Cherokee Bank, Boston, MA***Assisted bank clientele in financial transactions, billing issues and account set-ups, both over the phone and in person. Consulted with customers on banking options. Researched financial records of bank account applicants. Ensured smooth transition for new customers, and successfully maintained long-term customer relationships.

**Key Accomplishments:**

* Promptly and efficiently delivered solutions to customer issues, and as a result improved customer satisfaction ratings by 40%.
* Highly recognized by staff and clientele for empathetic manner and out-of-the-box thinking skills.
* Strategically promoted bank’s products and services, which heavily contributed to 12% growth in sales over the course of a year.
* Took initiative in resolving a glitch in the bank’s software system, taking swift steps to notify the IT department immediately and help them get to the bottom of the issue. This prevented any loss of revenue and unsatisfied customers for the bank.
* With a genuine passion for teamwork, thoroughly trained 17 new customer service representatives, making their adjustment to the bank as comfortable as possible.

***Claims Representative
2004-2008, Golden Sands Insurance Company, Farmington, MA***
Processed insurance claims for customers in a busy call center environment, fielding multiple calls at a time. Thoroughly researched new applicants. Investigated policies and produced quotes for customers to find the best fit. Efficiently handled grievances from dissatisfied customers and provided solutions.

**Key Accomplishments:**

* Highest-producing customer service representative on the team, signing on over 600 new customers over the course of 4 years.
* Worked collaboratively with marketing team implement and execute customer success story advertising concept.
* Received a 90% average rating in customer satisfaction surveys, 10% higher than the overall average for the company.
* A proven self-starter, recognized general dissatisfaction from policyholders regarding company’s homeowner’s insurance policy. Communicated with management to adjust the policy criteria, and as a result improved sales by 5%.

**Education**

Associate’s Degree, Communications

Longshore Community College – Farmington, MA 2005 – 2007

* Degree was focused mostly on courses in business, communications, sales and customer service.

**Other Skills and Certifications**

* Completed online Certified Customer Service Manager Course at the Customer Service Institute of America
* Types 85 wpm
* 8+ years experience with Microsoft Word
* 5+ years experience with Salesforce
* Also proficient in Microsoft Excel, Microsoft Outlook, and ACT Contact Management Software