

RESUME4DUMMIES

ADDRESS: 4TH STREET, ANYPLACE, ANYWHERE 44444 PHONE: 444.444.4444 EMAIL: RESUMESAMPLE@EMAIL.COM

CUSTOMER SERVICE REPRESENTATIVE

QUALIFICATIONS PROFILE

Detailed-oriented and self-motivated professional armed with hands-on experience in customer service and client relations management. Known for reliable track record of superior service and success in attaining customer satisfaction and generating profit for the company. Articulate communicator with the ability to communicate with internal partners and key clients, while maintaining versatility in fast-paced and high-pressure work environments.

CORE COMPETENCIES

Organizational Development
Project Coordination and Management
Administrative Management

Leadership and Team Building
Strategic Planning and Implementation
Problem Resolution and Decision Making

PROFESSIONAL EXPERIENCE

ABC COMPANY • DALLAS, TX

Lead Customer Service Representative (CSR)

2018–Present

- Coordinate job quotes such as special pricing given to large quantity jobs
- Serve as subject matter expert in escalating client issues to ensure customer satisfaction and retention
- Facilitate training to other CSRs while providing leadership and valuable information for their development
- Underwent self-training on parts for equipment, thus becoming the point of contact for internal partners
- Earned reputation for dedication and hard work, which resulted to five Employee of the Month awards within a two-year period

DEF COMPANY • DALLAS, TX

Customer Service Representative

2016–2018

- Performed various administrative tasks which included filing, faxing, and handling all aspects associated with order processing using AS 400
- Promptly responded to customer inquiries about pricing and other information about the products, and guaranteed that all inquiries were properly handled until completion
- Expertly monitored invoicing and shipping functions; conducted quality assurance on wholesale orders; and coordinated plant production schedules, inventories, and delivery schedules to expedite customer orders
- Successfully expedited orders by request through production and fleet

ADDITIONAL EXPERIENCE

GHI COMPANY • EDMOND, OK

Proofer

2013–2016

- Served as the first person in the company's history to assume the proofer position to streamline job processes
- Reviewed the wholesalers' work to ensure accurate encoding of sales orders

JKL COMPANY • OKLAHOMA CITY, OK

File Clerk

2012–2013

- Performed a wide range of tasks including filing, faxing, and sorting orders and submitting them to CSRs
- Worked as receptionist as needed, answering and directing calls, filing sales representative invoices, and sending emails on the receptionist's behalf

EDUCATION AND TRAINING

Associate's Degree in Administrative Assistant, WRIGHT CAREER COLLEGE • OKLAHOMA CITY, OK
Stenography Certification, THE COURT REPORTING INSTITUTE OF DALLAS • DALLAS, TX

Positive Thinking, Ed Foreman
Proofreading/Administrative Supervisory Communication Techniques, Fred Pryor

TECHNICAL ACUMEN

Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook) • Microsoft Access • WordPerfect • AS/400 • 10 Key

Resume Description For Customer Service Representative

Huangqi Zhang



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