Title

**Full Name**  
[Street, City, State, Zip] | [Phone] [Email Address]

**CUSTOMER SERVICE**

**■ Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company’s brand name.

1. Key Skills and Qualifications

Problem Analysis | Problem Solving | Organizational Skills  
Customer Service Orientation | Adaptability | Initiative  
Strong Interpersonal-Communication skills

* Knowledge about customer service applications and administrative procedures.
* Languages – Fluent in English, Spanish and Portuguese
* Relevant customer service courses
* High school diploma

1. Work Experience/Background

**Customer Service Representative**[Company]   Miami, FL    2009 – Present

* Responded promptly and answered/resolved customer inquiries and complaints.
* Investigated and resolved service issues and/or product problems.
* Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
* Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
* Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
* Supplied customers with written responses and information and followed up on customer communications.

**Customer Service Representative**[Company]     Miami, FL    2005 – 2009

* Communicated directly with customers by phone, electronically or face to face.
* Provided customers with technical support using maintenance procedures created with company products.
* Wrote and kept accurate records of discussions and correspondence with customers.
* Managed and supervised a team of customer services representatives.
* Provided customer service team with feedback.
* Met with other team managers to discuss possible improvements in customer service and company’s products.
* Trained and coached team members to deliver a high standard of customer service.
* Learned about products and services and kept up to date with changes.
* Kept ahead of technology developments by attending professional courses.

**ACHIEVEMENTS**

* Developed the customer service policy for the organization: Developed customer service procedures, performance level and QA standards for the organization.
* Evaluated changing factors frequently to achieve high customer satisfaction level.
* Analyzed statistics and other data to determine the level of customer service performance achieved by the team.