

# John Smith

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## Customer Service Specialist

Dedicated Customer Service professional with 3 years' experience in diverse settings. Achieved MVE award for 2 consecutive months for innovative thinking and commitment to client follow up.

### Summary of Qualifications

- 3+ years of applied customer service skills in retail, manufacturing and call centre settings
- Strong computer skills, general office skills including MS Word, Excel, Access and Publisher
- Skilled at prioritizing tasks and managing multiple projects in a demanding environment
- Willing to learn, enthusiastic and committed to contributing to a positive, collaborative work environment

### Customer Service Representative

- Responded to hundreds of residential, business and government requests for operator assistance
- Handled simultaneous incoming calls and scheduled bookings effectively
- Received compliments for consistently meeting quotas and quality control requirements
- Assisted customers in person with their questions; guided them to products and provided specialized advice

### Technical Skills

- Acquired a good understanding of the steam cleaning industry to better assist inbound calls from customers and successfully increase commitments for service bookings
- Used computer software to look up products, record sales information, and update customer accounts
- Displayed excellent retail merchandising skills in order to excel in a high volume, seasonal work setting
- Handled cash with accuracy; transacted sales with credit card and debit payments
- Operated production machinery, met productivity quotas and maintained all safety standards

### Work History

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Directory Assistance Operator	Pacific BC Telephone Company	2012
Receptionist and Cashier	ABC Steam Cleaning	2009
Inbound and Outbound Call Centre	Carriage Hills Resort	2008
Garden Center Specialist	Home Depot	2007
Assembly Worker	Widget Manufacturing Inc.	2006

### Education

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• Business Administration Diploma	XYZ College, Orillia	Present
• O.S.S.D.	Orillia District Collegiate, Orillia, ON	2010

### Personal Interests

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- Community Service-Out of the Cold, Shinearama, Student Ambassador
- Archery, Curling
- Women's Soccer Team Captain