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Functional Resume For Customer Service

**John Doe**1234 Maple Avenue  
Hometown, CA, 90210  
(555) 123-4567  
john.doe@email.com  
LinkedIn: linkedin.com/in/johndoe

**Objective**Customer-focused professional with over 5 years of experience in fast-paced customer service environments. Skilled at resolving complex issues and winning customer loyalty. Seeking to leverage interpersonal skills to bring a solid customer service perspective to the position at Sunshine Electronics.

**Skills Summary**

* **Communication Skills**
  + Expert at determining customer needs and providing appropriate solutions.
  + Proficient in managing sensitive situations in a tactful and professional manner.
* **Problem-Solving Skills**
  + Able to quickly identify issues and perform necessary steps towards solutions that satisfy all parties involved.
  + Recognized for ability to resolve conflicts and improve customer retention levels.
* **Technical Proficiency**
  + Experienced with CRM software, including Salesforce and Zendesk.
  + Proficient in MS Office and database management.
* **Customer Relationship Management**
  + Developed lasting relationships with customers, resulting in a 35% increase in customer retention for previous employers.
  + Proven track record of efficiently handling customer inquiries and complaints.

**Professional Experience**

* **Tech Solutions Co.** | Hometown, CA  
  **Customer Service Representative** | January 2018 - Present
  + Manage and resolve customer complaints regarding product sales and service.
  + Process orders, prepare correspondences, and fulfill customer needs to ensure customer satisfaction.
* **Global Tech Gear** | Hometown, CA  
  **Customer Support Specialist** | June 2013 - December 2017
  + Delivered outstanding service by accurately assessing customer needs and recommending the most suitable products and services.
  + Led a customer service team in the development of protocols that would reduce the response time to customer queries.

**Education  
State University**Bachelor of Science in Business Administration  
Graduation: May 2013

* Relevant Coursework: Customer Relationship Management, Communication, and Information Systems

**Certifications**

* Certified Customer Service Professional (CCSP)
* CRM Software Certification

**Professional Affiliations**

* Member, National Customer Service Association (NCSA) since 2014