
Functional Resume For Customer Service

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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