horizontal line

Customer Service Resume For Freshers

**[Your Full Name]** [Your Address] [City, State, Zip Code] [Your Email] [Your Phone Number] LinkedIn: [Your LinkedIn] | GitHub: [Your GitHub]

### **Objective**

Recent graduate with a Bachelor of Arts in Communication, eager to leverage academic knowledge and internship experience to effectively fill the customer service representative role in your company. A dedicated worker aiming to help achieve company goals and take on more responsibility as quickly as possible.

### **Education**

**Bachelor of Arts in Communication**[University Name], [City, State]  
Month Year - Month Year

* Graduated with a 3.5 GPA
* Relevant Courses: Interpersonal Communication, Professional Writing, Public Speaking

### **Internship Experience**

**Customer Service Intern**[Company Name], [City, State]  
Month Year - Month Year

* Assisted in handling customer inquiries via phone and email, achieving a 95% customer satisfaction rate.
* Supported a team of senior customer service representatives in managing client accounts.
* Helped implement a new CRM system that improved the tracking of customer interactions.

### **Projects**

**Senior Project: Customer Feedback Analysis**[University Name]

* Developed a survey that collected customer feedback to understand satisfaction levels.
* Analyzed results using SPSS to recommend improvements in customer service processes.

### **Skills**

* **Communication:** Excellent written and verbal communication skills.
* **Technical:** Proficient in Microsoft Office Suite, CRM software (Salesforce, Zendesk).
* **Interpersonal Skills:** Strong ability to empathize with customers and resolve conflicts.

### **Certifications**

* **Customer Service Certification**[Institute Name], Month Year

### **Languages**

* English (Native)
* Spanish (Conversational)