

SAMPLE

Richard Anderson

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SUMMARY OF QUALIFICATIONS

7+ years as a customer service professional with expertise in staff training, customer satisfaction survey development, and database management

- Program Promotion
- Employer Development
- Database Management
- Workshop Speaker/Facilitator

EXPERIENCE

Cambridge Telecommunications, Cambridge, MA
Customer Service Manager

Jul 2007 – Apr 2013

- Supervised a staff of twenty-eight people within the customer service department
- Recruited and trained customer service representatives over 3½ year period
- Managed the needs/requirements of high revenue commercial accounts through extensive follow-up procedures
- Successful account retention record of 98%
- Performed market research surveys amongst client base to seek feedback on sales techniques, follow-up methods and quality of after sales service
- Improved customer service based on client feedback through the development of new policies and procedures. Successfully handled all public relations issues

Braintree Digital Inc., Boston, MA
Customer Service Representative

Sep 2005 – May 2007

- Provided support to sales team, ensuring all sales and service objectives were met
- Developed customer service procedures in the digital equipment division. Duties included answering customer queries, problem solving and providing detailed information on new products
- Worked with new customers in the development of new accounts and the implementation of new systems
- Assisted in the development of new policies and procedures
- Performed market research surveys on customer needs and requirements
- Assisted in the training of new customer service representatives and associates
- Prepared weekly sales reports for sales team and sales management
- Generated repeat business through successful client follow-up

EDUCATION

Associate of Science – General Studies

May 2005

Hanover Community College, Bainbridge, MA