

CUSTOMER SERVICE REPRESENTATIVE

Sarah Lewis



PROFESSIONAL SUMMARY

Motivated and customer-focused specialist seeking an entry-level position in a call center environment. Eager to apply my strong communication skills and passion for helping others to enhance customer satisfaction.

EXPERIENCE

Customer Service Representative, Call Me Center, United States, Chicago, IL

2023 - Now

- Handle inbound calls from customers, addressing inquiries and resolving issues effectively.
- Document customer interactions in the CRM system to maintain accurate records.
- Upsell products and services based on customer needs, achieving sales targets.

Retail Associate, Big Box Retailer, United States, Chicago, IL

2022 - 2023

- Assisted customers with product inquiries and purchases, providing knowledgeable service.
- Maintained store appearance and ensured product availability, enhancing customer experience.
- Participated in team meetings to discuss customer feedback and improve service delivery.

EDUCATION

Bachelor of Arts in Psychology, University of Illinois at Chicago, United States

2020 - 2024

- GPA 3.8
- Dean's List 2022 - 2024

 (312) 555-7890

 sarah.lewis@email.com

 United States, Chicago, IL

SKILLS

Strong verbal communication and active listening skills

Ability to handle difficult situations with patience and professionalism

Experience with CRM software and call handling systems

Quick learner, able to adapt to new processes and systems

Ability to work independently and as part of a team

Familiar with ticketing systems like Zendesk and Freshdesk

LANGUAGES

English: Native

Spanish: Intermediate proficiency (Conversational)