#### MARIE CLARK 185 Maple St.

## Sometown, CT 55555

Home: (860) 555-5555 mclark@somedomain.com

CUSTOMER SERVICE REP / 10 YEARS' EXPERIENCE IN CALL CENTER SETTINGS Polished, professional customer service rep offering:

- 10 years of experience providing customer support in busy call center environments for public utility and insurance industry employers.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

#### EXPERIENCE

Customer Service Representative 5/2005-Present, ABC Utility Company, Hartford, CT

Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

Key Accomplishments:

- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Became the lead "go-to" person for new reps and particularly challenging calls as one
  of the company's primary mentors/trainers of both new and established employees.

# **Resume Template Near Me Customer Service**

**Anne McKinney** 

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