

Sample Resume

NOTE:

Consider adding a Keyword Summary section directly to your resume if there are words, skills or topics you want to include that don't fit neatly in your job experience, or if you have a lot of industry-specific terms that employers may seek.

Keywords:

- Telemarketing
- Microsoft Word
- bachelor of business administration
- Spanish
- Ohio State University
- telecommunications
- customer service
- personnel
- human resources
- 800 line
- direct marketing
- Dean's list
- upselling
- inbound

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Career Objective: To obtain a customer service position in a Fortune 500 company utilizing my communication and leadership skills. Demonstrate proficiency in a variety of computer software programs and a background in the office supply and telecommunications industries.

EXPERIENCE

ABC Office Supplies, Anytown, Wisconsin **June 2005 - Present**

Largest direct marketer of office supplies in the United States.

Customer Service Representative

Inbound telemarketing, upselling and order entry for a product line of 3,000 items.

- Accrued the highest number of "Power Points" on work team for perfect attendance and successful upselling. Earned ABC Performance Award for accomplishment.
- Recognized by management for sensitivity and ability to handle difficult customers.
- Simplified scheduling process for a call center of 500 people.
- Set record for acquiring 100 new customers in August 2007.

XYZ Phone Company, Anytown, Wisconsin **May 2000 - June 2005**

The Midwest's leader in telecommunications services.

Call Center Representative

Performed data entry, set up new customer accounts and handled customer inquiries. Answered incoming toll free customer service line. Performed a variety of administrative duties.

- Cross-trained in customer relations, billing and new accounts.
- Tested new call center tracking software.

Human Resources Receptionist

Compiled and maintained personnel records; prepared, typed and filed personnel reports; verified employment; screened phone calls; executed data entry functions.

EDUCATION

Bachelor of Business Administration, Spanish Minor **May 2000**

Ohio State University • Dean's List, Six Semesters
Who's Who Among College Graduates 2000

ACTIVITIES and AWARDS

United Way Volunteer, Spring 2003, 2004
ABC Performance Award, September 2006

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