



John Smith

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Personal Statement

A well-organised Customer Service Professional with a track record of excellent service quality. Outstanding telephone manner, as well as communication and active listening skills; highly skilled at building long-lasting customer relationships. Sociable team player, able to adapt well to new environments, solve problems and learn new methods quickly to achieve results.

Key Achievements

- Company 3: A proven record of accomplishment in resolving customer issues effectively and efficiently
- Company 2: Consistently outstanding team member, exceeding targets and KPIs
- Company 1: Achieved number one advisor in three out of 5 months, and in top four every month

Employment History

04/2018 – Present

Company 3

Customer Service Representative

- Delivers excellent customer service, helping customers choose the right product and/or service for their requirements
- Conducts problem solving and troubleshooting
- Regularly oversees bills and payments
- Achieves personal and company KPIs, predominantly through closing weekly quota of customer service tickets on time

02/2016 – 04/2018

Company 2

Customer Service and Sales Assistant

- Answered 200+ calls per day, dealt with questions efficiently and effectively
- Gave customers the correct advice, up-selling services where possible
- Strived to ensure all individual and team targets were met

09/2015 - 02/2016



Company 1

Customer Service Assistant

- Provided excellent customer service at all times
- Assisted customers with finding suitable products and checked availability in system
- Maintained a friendly manner and calm, positive demeanour when handling complaints

Education

10/2013 – 08/2015

A, B, B at A-level in Geography, History and English respectively, School, City, Country

10/2011 – 08/2013

GCSEs: 7 grade A-C, School, City, Country

Additional Skills

Microsoft Office (PowerPoint, Word, Excel); LiveAgent, learns new software quickly

Interests

Spoon carving, bee-keeping and kite surfing.

References available upon request.