

# Sample Resume

## Pat M. Samples

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NOTE: Instead of/In addition to the Qualifications Summary section, consider a Personal Branding Statement.

### Personal Branding Statement.

A simple statement that highlights the value you bring to the position at hand. Example: "Seasoned customer service professional skilled in providing valuable insight and answers to customers while also building positive brand experiences."

**Qualifications Summary:** Customer Service professional with 10 years of experience. Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Have received top quality performance award 5 years running. Comfortable in interacting with all levels of the organization and public.

### EXPERIENCE

#### ABC Office Supplies, Anytown, Wisconsin June 2007 - 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 award level 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 2010.

#### XYZ Phone Company, Anytown, Wisconsin May 2002 - June 2007

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 2002

Ohio State University • Dean's List, Six Semesters

Who's Who Among College Graduates 2002

### ACTIVITIES and AWARDS

United Way Volunteer, Spring 2008, 2009

ABC Performance Award, September 2010

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