

John Applicant
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Experience

Customer Services Specialist

Brand Buys, Saratoga Springs, NY

May 2010 - Present

- Assist customers with returns, purchasing store protection plans and service packages.
- Scheduling in-home services via online interface.
- Answer telephone inquiries from customers and stores regarding the status of units and other service issues.
- Assist with new employee training including store policies, services, financing options and register operations.

Customer Service Assistant

Saratoga Springs City Hall, Saratoga Springs, NY

September 2007 – May 2010

- Assist clientele as they enter office and via phone.
- Perform filing, data management, drafting and editing short office memos.
- Assist with all other office administrative duties.

Office Assistant

Skidmire College, Saratoga Springs, NY

September 2006 – May 2010

- Inputting data, office errands, internship and alumni updates.
- Scheduling appointments and assisting students register and find information.

Education

Hunter College

May 2006

Bachelor of Arts in English, department honors

Skills

- Experience with maintaining office budget
- Ability to work with several operating systems, including Windows, Mac OSX and Linux