

**[Your Name]**

**[Street Address], [City, ST ZIP Code]**

[phone]

[e-mail]

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## **CUSTOMER SERVICE PROFESSIONAL**

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### **Profile**

- More than 7 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.
  - Possess solid computer skills.
  - Excellent working knowledge using both IBM and Mac systems; Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word, CT DataTrac.
  - Ability to train, motivate, and supervise customer service employees.
  - A team player, acknowledged as "Total Quality Customer Service Professional."
  - Develop plan, conduct audits and variance analyses, process payroll and payroll tax reports and filings, and maintain/update accurate inventories.
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### **Synopsis of Achievements**

- Increased customer retention by 19%, from 72% to 91%.
  - Reactivated 9 key accounts (\$253K/year), utilizing persuasion/mediation skills.
  - Proactive planning led to notable increase in morale in all departments.
  - Created customer satisfaction survey, drastically reducing potential problems.
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### **Employment**

***Wide World Importers, Newport, RI***

*1995 - Present*

#### **Customer Service Representative**

- Work with 28 sales professionals covering 2 states (Rhode Island and Connecticut), responsible for more than 3,800 individual and corporate accounts.
- Support sales reps in opening new accounts and upgrading existing service.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.

***Michael Sean Ray, Public Speaker, Newport, RI***

*1990 - 1995*

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**Client Support**

- Worked with nationally acclaimed trainer and public speaker in booking programs. Work entailed heavy cold-canvassing, working with speakers bureaus, and following up on referrals.
- Instrumental in igniting revenues from \$58K in 1990 to \$686K in 1995.
- Received Red Ribbon Award from National Speakers Bureau for outstanding work.
- Helped position Ray to land VP position with national seminar group.

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**Education**

*Elm Tree Junior College, Providence, RI*  
**Associate of Arts: Communications & Public Relations**

*1990*

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**References Furnished Upon Request**

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