

Client Name

123 Any Street ▪ Any Town, USA 12345
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Email: samsmith@hotmail.com

CUSTOMER SERVICE/SALES PROFESSIONAL

Well-rounded, experienced Customer Service and Sales Professional with over 8 years providing outstanding customer service; top-notch leadership; and a personal human touch in several different industries. Vast knowledge and experience in sales, human relations, administrative, clerical, and bookkeeping. A dedicated and loyal client and customer service professional that possesses keen attention to detail and a heightened sense of both personal and professional initiative.

Core Strengths

- ♦ Customer Service
- ♦ Lead Generation
- ♦ Data Entry
- ♦ Dispute Resolution
- ♦ Budgeting & Cost Estimates
- ♦ Sales & Marketing
- ♦ Entrepreneur
- ♦ Bookkeeping
- ♦ Risk Management
- ♦ Accounts Payable
- ♦ Claim Processing
- ♦ Order Processing
- ♦ Collections Management
- ♦ Account Management
- ♦ Accounts Receivable

Technical Expertise

Microsoft Office (Word, Excel) and Software and Hardware Installation

Professional Experience

Sales and Marketing Experience

CTB Lawn Service, Jacksonville, FL 2013-Present
Owner, Self-Employed

Own and operate a lawn care business; responsible for the daily operation, planning and management and overall financial success; ensure exceptional customer service and heightened level of customer satisfaction.

- **Sales and Marketing:** Procured clients and customers through marketing and promotions; presented services and advised on different options
- **Order Processing:** Manage and process customer order for services.
- **Elite Customer Service:** Provide top-notch lawn maintenance services and advise clients on ways to improve their property.

Other Work History Involving Customer Service and Customer Care

C J Healing Hands Home Health, Jacksonville, FL 2012- 2013
Care Provider

- Administered in-home personal care and assistances to the sick and recovering.
 - Rendered assistance with medication reminder, walking, and meal preparation, shopping, laundry and light housekeeping.

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Crawford and Company, Jacksonville, FL

2010- 2012

Claims Specialist

- Facilitated assistance to homeowners with disaster claims.
- Supervised and processed customer claims with contractors.
- Managed contract repairs with all major insurance companies.

GC Services, Jacksonville, FL

2008- 2010

Collection Agent

- Managed high-end collection accounts for the American Express card.
- Managed and directed inbound and outbound calls focused on boosting ROI.

AT&T, Jacksonville, FL

2006- 2008

Customer Retention Representative

- Administered assistance to customers upgrading wireless devices.
- Controlled the successful completion of both income and outgoing calls.
- Ensured client satisfaction by effectively handling customer return and exchanges.

Education & Training

Certificate from Southeastern College of Technology, Metairie, LA