

CLIENT NAME

📍 Address, City, State 📞 123-+456-9999 ✉ clientname@yahoo.com

CUSTOMER SERVICE REPRESENTATIVE

Customer Satisfaction & Retention ~ Inventory Control & Maintenance

Well-rounded, experienced **Customer Service and Administrative Professional** with over 7 years providing outstanding customer service, top-notch leadership and a personal human touch in different industries. Vast knowledge and experience in sales, human relations, administrative, clerical, light bookkeeping, and food service. Interested in obtaining a challenging customer service or administrative position to improve quality and meet aggressive performance metrics. A dedicated and loyal professional that possesses keen attention to detail and a heightened sense of both personal and professional initiative and can adapt to most any work environment including: public, private government and airport atmospheres. Language Proficiencies include: English, limited German, Hokkien, Indonesian, and limited Mandarin.

AREAS OF EXPERTISE

Elite Customer Service • Precise Execution of Company Policies & Procedures • Shipping & Receiving • Problem Resolution • Order Processing • Consumer Sales • Food Service Maintenance • Cash Register Operation • Phone Line Management • Meticulous Stocking & Inventory Management

PROFESSIONAL EXPERIENCE

SAFEWAY, Phoenix AZ

All Purpose Clerk • 2007-Present

Responsible for greeting customers in a polite, friendly and professional manner using established company procedures. Answered questions about products and conducted need-based selling and cross-selling while establishing good client-customer relationships as a catalyst for repeat sales.

- Managed and processed customer orders, checked out all sale items on the cash register
- Promoted sale and display items and informed about ways to save on their purchase
- Managed stocking of shelves with grocery, frozen food, dairy and other goods
- Observe safety rules and sanitation regulations and standards while also maintaining a clean store

SHANGHAI GRILL, Peoria AZ

Waiter • 2007-2011

- Delivered elite customer service to each customer while taking food orders, and serving meals in a timely manner
- Managed busy phone line and accurately recorded delivery and pick-up orders
- Ensured proper accounting of food orders and ensured customers received correct change

EDUCATION & AWARDS

Glendale Community College

- Associate in Business
- Certification in German

Awards: Student of the year at Methodist High School, Medan (North Sumatra)