John Smith

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# Objective

* Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Proven ability to establish rapport with clients and exceed sales quotas. Reliable and driven, with strong time management and prioritization abilities.

# Highlights

* Insurance
* Pharmaceuticals
* Technology
* Claims Questions
* Policy / Account Changes
* Service-oriented
* Polite Conversationalist
* Kean Problem Solver
* Enthusiastic Work Ethic

# Experience

## Customer Service Representative | Your insurance company | 09/2014 to Current

* Make requested policy and account changes
* Answer customer telephone calls relevant to existing accounts
* Provide action on questions and concerns about service, and escalate calls appropriately
* Consult with customers to evaluate needs and determine best options
* Counsel customers on options for service and coverage
* Upgrade service and offer additional service packages or options
* Improve customer satisfaction through professional resolutions to issues and concerns

## Customer service representative | ABC bank services | 02/2012 to 08/2014

* Responded to general inquiries from members, staff, and clients via telephone, mail, e-mail, and fax
* Fixed service issues and shared benefits of additional services
* Maintained up to date knowledge of bank policies regarding payments, account changes, and upgrades
* Excelled in exceeding daily credit card application goals
* Developed quality client relationships and earned reputation for delivering exceptional customer service
* Trained and aided with other customer service representatives when needed

## program support coordinator | Melody of Care services | 10/2010 to 01/2012

* Served as primary contact for receiving phone calls from patients and physicians
* Documented and meticulously makes notations in each patient’s profile regarding every update and aspect of patient’s care
* Communicated with department supervisor on noteworthy program updates and obstacles
* Used discretion and independent judgement in handling customer complaints received, while documenting and forwarding to appropriate team members