**Sandy Smith**

123 Main Street, Apt. 4 • (555) 666-7777 • me@gmail.com

**Customer Service Professional**

Customer-centric inbound and outbound customer service professional with a 9+ year history of exceeding established goals and customer expectations. Experienced in cold calling, upselling, technical support, and general customer care.

Recognized for excellence in attendance and punctuality, meeting metrics, teamwork, and enthusiastic participation in continuous learning opportunities.

**SKILLS and EXPERTISE**

|  |  |  |
| --- | --- | --- |
| Service-minded | Communication – verbal& written | Conflict resolution |
| Time management | Problem solving | Proactive planning |
| Microsoft Office | Dependability | Data Entry |
| Detail-oriented | Empathy | Active Listening |

**PROFESSIONAL EXPERIENCE**

**Inside Sales Customer Service Representative,** *Company Name -* City, CTMar. 2020 - Current

*Outbound dialing and cold calling prospects to enroll them into electronic payment program*

* Recognized as the top performing salesperson – closing the most sales in a 15-person team
* Rewarded incentives for having the lowest "wrap time," most calls per hour, quality scores of over 90%, most sales, and 100% attendance
* Successfully place 30-50 outbound calls per hour daily
* Effectively guide clients through a complex enrollment and provider portal setup process

**Customer Care Professional**, *Company Name -* City, STAug. 2017 – Mar. 2020

*Customer care servicing inbound and outbound customer calls for a roadside assistance company*

* 24+ consecutive months in the top 20% of best customer satisfaction surveys among an 800+ agent workforce
* Successfully remained in the top 20% of an 800+ agent workforce for low call-handling times and “not on phone” time for 26 months
* Assisted 10-15 customers requiring roadside assistance per hour and placed outbound calls to secure service for those customers

**Customer Service Specialist,** *Company Name -* City, STFeb. 2014 – Aug. 2017

*Cold calling patients to convince them to enroll in the company's “Order Ahead and Save” Program*

* Maintenance and adjustments to customer profiles
* 52% success rate for convincing store customers to take advantage of a program that would help them more efficiently manage their prescriptions
* Outreach to discuss patient’s maintenance medications

**EDUCATION & CERTIFICATIONS**

**High School Diploma**, School Name, City, ST 2004 - 2005

**Office Procedures Course**, School Name, City, ST 2005

**Microsoft Office Video Training Courses (Word, Excel, PowerPoint)**, Microsoft, Online 2010