

# Patricia Snow

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## Customer Service Representative

*Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales*

- Dynamic customer service professional experienced in both call-center and retail store settings.
  - Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
  - Build and maintain enduring customer relationships to boost sales and generate repeat business.
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## Experience

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ABC Company, Sometown, WI *(National retail brand with a fast-growing catalog operation)*  
**Customer Service Representative, 9/2011 to Present**

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- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
  - Listen attentively to caller needs to ensure a positive customer experience.
  - Access electronic and paper cataloging systems to look up product information and availability.
  - Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
  - Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
- 

DEF Company, Sometown, WI *(Sometown's largest showroom for residential and commercial flooring)*  
**Customer Service Representative, 6/2011 to 9/2011**

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- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
  - Memorized the company's product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.
  - Recommended solutions within customer budgets and proactively followed up with all leads.
- 

## Education

ABC High School, Sometown, WI  
**Diploma, 5/2011**

Seminars completed:

The Customer Focus | Creating Win/Win Relationships | The Customer Is Always Right

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**Available for evening and weekend shifts**

# Customer Service Resume Title Examples

**Martin John Yate**



## **Customer Service Resume Title Examples:**

**The Career Change Resume** Karen Hofferber, Kim Isaacs, 2003-03-22 Written by the official resume advisers to Monster.com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers

**Occupational Outlook Handbook**, 2006 Describes 250 occupations which cover approximately 107 million jobs

**Kinko's Guide to the Winning Resume** Mark Henricks, 2000 *Blackwell's Five-Minute Veterinary Practice Management Consult* Lowell Ackerman, 2006-08-30 Blackwell's Five Minute Veterinary Practice Management Consult is a comprehensive one stop reference text on all things management related from understanding the marketplace in which veterinarians practice to appreciating hospital finances to the nuts and bolts of marketing services for a veterinary practice Topics are covered in a thorough but concise format and provide invaluable information for practice owners administrators associates and staff Key Features follows the popular Five Minute Veterinary Consult structured format consistency of presentation makes for easy information retrieval focus is on practical rather than theoretical solutions for veterinary practice issues Provides examples within relevant topics Sections include The veterinary marketplace Client relationship management Communications Financial management Cash management Human resources Marketing management Operations management Administrative management Practice safety Legal Issues Planning Decision making Facility management design and construction Plus appendices list of abbreviations glossary and more **The Big Book of Jobs**

United States Department of Labor, 2006-09 Offers comprehensive information on top jobs and job search techniques from the United States Department of Labor From building career management skills and writing resumes to exploring working conditions and salary ranges of 250 career possibilities this volume provides you with the tools required for an effective job search Your Resume Leonard Corwen, 1993 If you've set your sights on a better job with higher pay you need to write a powerful targeted resume and this classic popular guide will show you how Its packed with carefully crafted model resumes proven ways to make your interview count sample cover letters and the most practical authoritative job hunting information available anywhere **Occupational Outlook Handbook, 2006-2007 edition** United States Department of

Labor, 2005-12-06 Occupational Outlook Handbook has the most authoritative career data available compiled by the U.S. government and is fully updated every two years With record numbers of students graduating from college there is a need for comprehensive up to date career information Related occupations included in each listing introduces readers to other jobs of possible interest **Occupational Outlook Handbook**, 2006 **Writing Resumes that Work** Robert R. Newlen, 1998

Accompanying disk contains resume templates The resumes are located in directories corresponding to the appropriate

chapter in the book text filenames correspond to sample resumes within that chapter     Title News ,1958     *The Big Guide to Living and Working Overseas* ,2004     *Ace the IT Resume!* Paula Moreira,Robyn Thorpe,2002 Learn how to get noticed as an IT applicant with this practical guide Readers will find the best practices for submitting resumes in the e world and a full chapter devoted to writing an effective cover letter Also included are more than 50 job profiles 50 annotated resumes illustrating important dos and don ts and interviews with real IT hiring managers explaining what they are looking for

*The Executive Memo* Sherry Sweetnam,1986-08-13 Learn the 14 principles of communication and persuasion 5 methods for getting started how to write 2 to 3 times faster than you now do and a quick method for outlining ideas The author provides examples of how to organize a memo sales letter customer service letter proposal and procedure You ll see the difference between unedited and edited memos acquire plus tips on how to edit be edited and what to do if you re over edited You ll learn how to say no on paper and the three messages of persuasion that grab any reader s attention     *Career*

*Planning Today* C. Randall Powell,1981     **Ten Steps to a Federal Job** Kathryn K. Troutman,2002 Identify the federal job titles that match your skills     *Company Profile Resources Guide* ,1990     *The search process* V. William Souveroff,1992

**Resumes that Knock 'em Dead** Martin John Yate,1988 Provides authoritative advice on the troublesome but essential task of composing a resume     **Slam Dunk Resumes-- that Score Every Time!** Steven Provenzano,1994 The secrets to writing a sharp focused and effective resume from a consultant who has written more than 3 000 Provenzano shows how to organize knowledge talents and achievements and use slam dunk writing and editing principles to transform a resume from boring to brilliant Includes dozens of before and after samples and 100 slam dunk resumes     **HTML** Gary B. Shelly,Thomas J. Cashman,Denise M. Woods,2002 Part of the highly successful Shelly Cashman series this complete text leads the user through a clear step by step screen by screen approach to learning HTML Readers learn how to create a Web page using HTML format the page add graphics and more with this exciting new edition

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