

John E Doe

1234 Main St.
 Anytown, IA 11111
 7121111111 (Non US)
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John.doe@deemail.com

**Professional Summary**

I have 10 years of experience, including as a Customer Service Representative, as a Retail Associate and as a Laborer. Most recently, I have been working as a Customer Service Representative at Ring-E-Ding Worldwide from April 2013 to March 2016. My skills and experience include: Adobe Streamline, Troubleshooting, Sales Support, Calculator. I hold a High School Diploma degree in General from Central High.

Professional Experience**Customer Service Representative****Apr. 2013 to Present****Ring-E-Ding Worldwide, Sioux City, IA**

Spoke with customers by phone. Provided information about products and services. Took and recorded orders. Canceled accounts. Recorded details of customer transactions, interactions, inquiries, complaints, comments. Arranged for billing. Responded to customer inquiries. Provided sales support.

Retail Associate**Sept. 2010 to Apr. 2013****Eddie Bow-wow, Sioux City, IA**

Sell merchandise at a retail store. Greet Customers. Help customers find what they want. Show customers how to use and care for merchandise. Help customers choose items. Ring up bills using calculators, cash registers, POS machines, mental math. Answer customer questions. Ready sales slips and contracts.

Laborer**Jan. 2007 to May 2009****Bigger Heavy Stuff, Inc., Sioux City, IA**

Performed manual labor. Tagged containers. Labeled containers. Read and interpreted work orders. Determined work assignments and equipment needs. Loaded and unloaded materials. Operated winches and hoisting devices. Moved materials on worksites.

Education and Professional Development

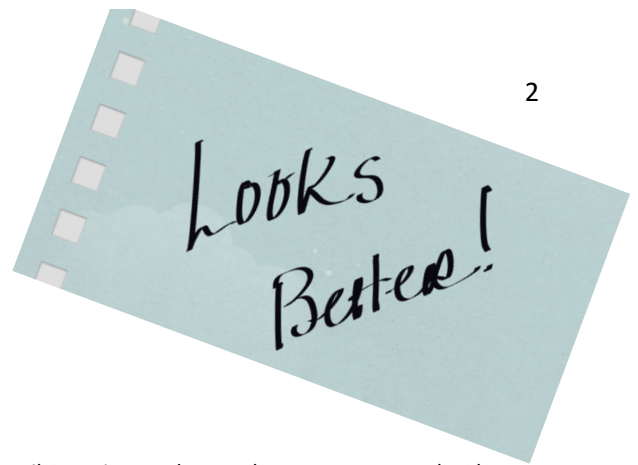
2005 Central High, Iowa

High School Diploma**Technical or Computer Skills**

Adobe Streamline, Customer service, Sales, Troubleshooting, Bill Adjustment, Billing, Merchandise Exchange, Refunding Money, Sales Support, Calculator, Mathematics

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Summary

- 5+ years of successful customer service experience.
- Skilled at communication with internal and external customers as evidence by outstanding satisfaction surveys and performance reviews.
- Competent in use of technology to deliver service: automated dialers, sales and service databases, hands-free telephonic devices.

Professional Experience

Customer Service Representative

Apr. 2013 to Present

Ring-E-Ding Worldwide, Sioux City, IA

- Provide world-class customer service support for gamin system users via telephone and live chat formats.
- Assist customers with set-up of new devices and troubleshooting of problems.
- Utilize diagnostic steps to determine prompt identification of issues and solutions.
- Use de-escalation techniques to diffuse customer frustrations.
- Offer appropriate services and products to enhance end-user experience.
- Document all interactions thoroughly and timely to streamline future interactions between customer and call-center staff.

Retail Associate

Sept. 2010 to Apr. 2013

Eddie Bow-wow, Sioux City, IA

- safety, and exercise items.
- Maintained a high level of product knowledge in order to suggest alternatives and compare products side-by-side.
- Participated in company sales incentive programs and consistently finished in the top 3 Associates district-wide.
- Offered appropriate resolutions to customer concerns in order to assure return business.
- 2007 Recipient of "Best of Bow-wow" award for 38 store district.

Laborer

Jan. 2007 to May 2009

Bigger Heavy Stuff, Inc., Sioux City, IA

- Performed warehouse labor at a Fortune 500 manufacturer of computing devices..
- Tagged and labeled containers to identify contents and assure accurate delivery to customer.
- Read and interpreted work orders to triage each day's activities
- Determined work assignments and equipment needs to maintain efficient use of human and material resources.
- Loaded and unloaded materials on semi-trailers using forklifts and pallet jacks.

Education and Certifications

National Career Readiness Certificate, Silver, ACT, Iowa City, IA
 High School Diploma, Central High School, Anytown, IA

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Retail Associate

Sept. 2010 to Apr. 2013

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- Assisted dogs and their humans with selection and purchase of quality of life products such as: bedding, feeding, safety, and exercise items.
- Maintained a high level of product knowledge in order to suggest alternatives and compare products side-by-side.
- Participated in company sales incentive programs and consistently finished in the top 3 Associates district-wide.
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