



Emily Johnson

Entry-Level Customer Service Representative

Motivated Professional With a Passion for Customer Service

Highly adaptable entry-level candidate with strong communication and organizational skills. Eager to contribute to customer satisfaction through excellent service delivery and efficient solution-seeking.

CONTACT

 (123) 456-7890

 email@example.com

 City, ST

KEY SKILLS

- Customer engagement
- CRM software (basic proficiency)
- Scheduling and coordination
- Conflict resolution
- Data entry accuracy

PROFESSIONAL EXPERIENCE

May 2022 - August 2022

Customer Service Intern | Bright Solutions | City, ST

- Assisted in resolving customer inquiries, maintaining a 90% satisfaction rate during a three-month internship
- Managed appointment scheduling for 50+ clients weekly, ensuring smooth operations
- Updated client records in CRM software, improving data accuracy by 15%

June 2021 - May 2022

Retail Associate | CityMall Department Store | City, ST

- Supported customer purchases and returns, ensuring a seamless shopping experience
- Organized inventory for a high-volume store, reducing stock discrepancies by 20%
- Resolved customer complaints on the spot, contributing to a 10% increase in positive reviews

EDUCATION

Bachelor of Arts in Sociology

State College, City, ST | - Present