**Susie S. Smith**

123.456.7890 - Los Angeles, CA 90001 - susiesmith@gmail.com - www.linkedin.com/in/susiesmith

***Customer Success Professional***

**Client Services | Customer Relationship Management | Account Management**

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution.

***Employment Experience***

**Corporation XYZ -** *Happy Town, CA* 09/2018 - PRESENT

**Customer Service Representative**

Responsible for managing 45+ accounts in manufacturing industry while ensuring quality service.

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account data.

**Business LMNOP** *- Springville, CA* 02/2016 - 09/2018

**Telephone Sales Representative**

Developed and improved the capabilities of sales representative team over the course of two years.

* Received 97% satisfaction rating from customers after completed phone or video call.
* Kept records of customer interactions, processed customer accounts and filed documents.

***Education***

**ABC College - Cheerful City, CA** May 2021

Bachelor of Arts -Communications

***Professional Skills***

* Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

***Volunteer Experience***

**Habitat for Humanity** - *Los Angeles, CA* 05/2019 – PRESENT

## Big Brothers Big Sisters *- Los Angeles, CA* 01/2018 – 01/2019

***Awards and Honors***

**Dean’s List** - *ABC College* 12/2018 and 05/2019

## Outstanding Customer Service Award - *Corporation XYZ* 10/2016