

# 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

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.
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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.
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## 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**

# Resume Template Update Customer Service

**G Orfield**



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