

# 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 How To Customer Service

**Tao Wei**



## **Resume Template How To Customer Service:**

**Resumes For Dummies** Laura DeCarlo,2019-02-14 Polish up that old resume and land your dream job We ve all been there it s time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn t have to be a daunting task The latest edition of Resumes For Dummies answers all of these questions and more whether you re a resume rookie looking for new tips or want to create that eye catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that ll make your skills shine and your resume pop Let s start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it s important to have an excellent and effective resume and now you can

**Step-by-step Resumes** Evelyn U. Salvador,2006 A step by step guide to writing an outstanding resume that offers expert tips and practical suggestions for filling in employment gaps using customizable ClipBullets choosing the right keywords and more Includes a CD with resume templates and worksheets

**Writing Resumes and Cover Letters For Dummies - Australia / NZ** Amanda McCarthy,Kate Southam,2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today s tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it s simply not a good time to be looking So how do make yourself stand out Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition shows you how to catch a recruiter s attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve Writing Resumes and Cover Letters For Dummies gives you all the tools and tips you need to get noticed and get your dream job

[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 *The Resume.Com Guide to Writing Unbeatable Resumes* Warren Simons,Rose Curtis,2003-08-22 The nation s 1 online resume service offers its exclusive advice on how to craft a winning resume The Resume com Guide to Writing Unbeatable Resumes draws upon the author s considerable expertise as well as the vast Resume com database to arm job seekers with Sample resumes for every profession and job category at every level from entrylevel to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they ll be able to receive a free resume consultation with one of Resume com s career consultants [Kinn's The Administrative Medical Assistant E-Book](#) Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn s The Administrative Medical Assistant An Applied Learning Approach 14th Edition teaches you real world administrative skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition includes expanded content on topics from professionalism and interpersonal skills to billing and coding electronic health records and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read style and practical focus paired with a full complement of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative procedures prepares you to run a medical office 65 step by step illustrated procedures with rationales break down key administrative skills to master Applied approach to learning helps you use what you ve learned in a real world setting including case scenarios critical thinking exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW

Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook

**The Complete Idiot's Guide to the Perfect Resume** Susan Ireland,2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be [101 Best Resumes to Sell Yourself](#) Jay A. Block,2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields

**Resume Handbook (3rd)** Arthur D. Rosenberg,David V. Hizer,1996 Now with more than 250 000 copies of previous editions sold this bestseller shows exactly how to write direct no nonsense resumes that attract jobs This third edition presents sample resumes and letters that have been updated to reflect important changes in today s job market

**Writing Effective Resumes** Jeffry Richard McCabe,McCabe,1993 *Resumes! Resumes! Resumes!* ,1997 Presents fifty sample r sum s evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths

**Resume Handbook 4th Edition** Arthur D Rosenberg,David V. Hizer,2003 A guide to writing great r sum s presents sample r sum s for unique situations new technology for creating r sum s and advice on how to take advantage of the hottest trends in the market

**The Damn Good Resume Guide** Yana Parker,1996 Guides the reader through the process of creating a successful resume [The Perfect Resume](#) Tom Jackson,2004 Tackle the tough employment market and land the job you want Today more than ever it takes a powerful resume to open doors to the opportunities you seek Increasingly important as hiring systems change the right resume defines your objectives your talent and the unique benefits you offer Done right it also gets this information into the hands of the right decision makers Based on new research into hiring and staffing methods executive search electronic screening systems and public and private job banks The Perfect Resume puts you ahead of the pack whether you are after your first job or a competitive senior slot Learn how today s employment process has radically altered the way resumes are used and jobs are filled Understand how to start from the roots of your values needs and desires not simply published help wanted listings Assess your key strengths capabilities and experiences and focus them toward the situations you want most Choose formats and delivery methods that are best able to penetrate electronic

and bureaucratic prescreening systems and get interviews Use e mail and custom cover letters to spotlight your worth Review case histories showing how people with special needs adapted their resumes and letters to get heard Decide how to present yourself in a way that makes the most of your best     **Business Communication** Richard D. Featheringham,Nancy Csapo,2004-10     *Your Next Career* Gail Geary,2010 Your Next Career empowers experienced and post retirement workers to discover right fit opportunities and eases the career change process As a revision to the popular Over 40 Job Search Guide this insightful book provides sound strategies for creating traditional non traditional and entrepreneurial second careers that provide excitement and fulfillment Author Gail Geary helps readers discover their career passions and interests as well as measure their fit for self employment Readers are also given enlightening case studies interview questions and winning answers and a directory of additional resources to help them navigate the job search     The Black Collegian ,2002

*Electronic Resumes* James C. Gonyea,Wayne M. Gonyea,1996 Easy to use package explains the basics of on line multimedia video and audio resumes     **Procedures for the Automated Office** Sharon Burton,Nelda Shelton,2005 Designed to prepare readers for employment in today s office environment the principles and techniques presented in this book provide readers with the essential skills they need to understand basic office procedures enhance their professional value and manage their jobs with greater confidence and less frustration Readers become aware that each office worker is a communication link in person over the telephone via computer and in writing The authors provide easy to read guidelines for successfully negotiating the working environment processing information working with the office team and preparing for your future For office professionals     Job Choices for Business & Liberal Arts Students ,2008

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