EMILY JOHNSON

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.

City, State Abbreviation Zip Code

(123) 456-7890

email@example.com

LinkedIn | Portfolio

KEY SKILLS

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

CERTIFICATIONS

- National Association of Human Resources, Certified Trainer, 2022
- Society of Human Resource Managers (SHRM), Certified Professional (SHRM-CP), SHRM, 2020

PROFFESIONAL EXPERIENCE

Customer Service Intern
Bright Solutions, City, ST | May 2022 – August 2022

- 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%

Retail Associate
CityMall Department Store, City, ST | June 2021 – May 2022

- 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 | May 2022