

# Olivia Cooper

## Customer Service Representative

Empathetic mom with previous call-center experience and six years managing household communications and conflict resolution. Excels at problem-solving and building rapport.

### CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

### EDUCATION

A.S. in Business Administration  
City College, City, ST | May 2014

### PROFESSIONAL EXPERIENCE

STAY-AT-HOME LIAISON | SELF-EMPLOYED,  
MAY 2017 – PRESENT

- Handled daily communications with schools, medical providers, and activity coordinators
- Resolved scheduling conflicts among three children's extracurricular activities

CALL-CENTER REP | GLOBALTEL, CITY, ST  
MARCH 2014 – APRIL 2017

- Managed 80+ inbound customer calls per shift, achieving a 95% satisfaction rating
- Trained two new hires on CRM software, improving onboarding time by 30%