

# RESUME EXAMPLE

## JOHN Q. EMPLOYEE

### CONTACT

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### SUMMARY

A driven customer service expert with a track record of leadership, management and team-oriented success.

### EXPERIENCE

#### Customer Service Representative (CSR) ABC Company 2020-2022

- Managed 32 client accounts
- Retained 100% of accounts by communicating with clients and providing excellent customer care
- Solved client issues with software and found innovative solutions to support client needs
- Completed trainings in CRM software and empathy
- Earned a spot in a competitive company leadership program
- Drafted and sent the Hispanic ERG newsletter as newsletter chair

#### Recruiter Team Lead University College Admissions Office 2018-2020

- Communicated with prospective students and parents
- Set recruiting goal with department and assisted with 500+ student acceptances
- Trained six new recruiters and was promoted to team leader after one year

#### Vice President Spanish Club 2018-2020

- Organized biweekly meetings for 38 members
- Planned spring fundraiser, raising \$2,680 for the club
- Volunteered at nearby elementary school to read to students in multiple languages

### SKILLS

- CRM software experience
- Spanish fluency
- precise and persuasive writing
- collaborative mindset
- editing with an eye for detail

### EDUCATION

**University College, 2018-2020**  
Bachelor's degree in Communications  
GPA: 3.87

**East State Community College, 2016-2018**  
Associate's degree in Communications

### HONORS & AWARDS

- Top Representative (annual award granted to top 5% of CSRs)
- University Scholar Award (awarded to top 1% of students)

If you include a link to a LinkedIn profile or portfolio, make sure they are error-free and ready for review.

Tailor your summary to your experience and the role you want to attain.

Call attention to your past work wins and successes. Numbers, metrics and active verbs always help paint a clearer picture.

Lead with active verbs, showing what you did.

Don't just say you're a leader; show it! This resume includes multiple leadership positions that show the applicant is taking proactive steps to succeed.

Always include a skills section with hard *and* soft skills.

No need to include high school graduation info if you already have your college/technical school/other alternative education achievements.

You've worked hard for your academic excellence, so highlight it! If your GPA is high or if you've received awards for achievement, service or excellence, include them.