

## POSITION DESIRED: **Customer Service Representative**

### SUMMARY OF QUALIFICATIONS

- ✓ Highly professional Customer Service professional with 4 years of experience
  - ✓ Genuinely enjoy helping people
  - ✓ Highly skilled at finding creative ways to solve problems and maintain customer loyalty
  - ✓ Excellent communication and interpersonal skills
  - ✓ Computer literate and skilled in Microsoft Office
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### EXPERIENCE

- Customer Service Representative** 2009-2011  
*ACME Research INC. - Baltimore, MD*
- ✚ Responsible for gathering information for hospitals from recent patients about the care and level of service they received during their stay
  - ✚ Exceptionally skilled at capturing timely, relevant, and actionable information from former patients - affording client hospitals the opportunity to improve service, prevent problems, improve processes, and increase customer satisfaction
- Bar Back and Host** 2008  
*Joe's Cantina - Baltimore, MD*
- ✚ Responsible for ensuring that all restaurant guests are greeted with a smile, seated and served in a timely manner, and enjoy a superior customer experience
  - ✚ Prepared drinks, washed glasses, maintained bar cleanliness, and assisted with inventory management
- Customer Service Representative** 2006-2007  
*ACME Dental - Baltimore, MD*
- ✚ Delivered excellent customer service to customers by actively listening to understand their needs, then taking appropriate action to process their insurance claims in a timely fashion
  - ✚ Responded to customer disputes with empathy and professionalism and found creative ways to resolve issues and maintain high levels of satisfaction
  - ✚ Acknowledged as “A true customer advocate who genuinely seems to enjoy helping them”
- Cavalry Scout** 2009-Present  
*U.S. Army National Guard - Baltimore, MD*
- ✚ Locate and gather intelligence on enemy forces through mounted and dismounted patrols, and perform direct action missions such as raids, ambushes, and demolition operations
  - ✚ Operate and maintain advanced weapons, communications, surveillance, and navigation equipment
  - ✚ Perform rescue, recovery, and support operations in response to national emergencies and natural disasters
  - ✚ Received the Maryland State Accommodation Reward and a personal letter of thanks from the Governor for outstanding performance in support of the 2010 snow storm
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### EDUCATION

Student - University of Maryland - Pursuing Bachelors Degree in Business Management  
High School Diploma, Damascus High School - Baltimore, MD (2007)