
ANDREW DONOVAN

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OBJECTIVE

A position of Customer Service Representative where my excellent problem resolution skills and product based knowledge will be used to gain new customers and retain existing ones.

SKILLS

- Over three years of experience in Customer Support services.
- Ability to perform over 100 outbound calls any day to the customer base.
- Excellent skills in providing product/service related information and selling them over the phone.
- Good experience in receiving inbound calls from customers.
- Ability to handle software on a data entry level.
- Ability to keep customer grievance and other information notes to follow them later.
- Quick learner about products and services.

ACHIEVEMENTS

- Awarded Representative of the Year in 2011.
- Devised new systems for all service calls.
- Achieved 130 new customers in one month.

PROFESSIONAL EXPERIENCE

CVS Caremark – San Antonio, Texas (2011- Present)

Call Center Representative

- Received inbound calls and answered questions from customers satisfactorily.
- Made outbound calls to the company's prospective customer list.
- Performed certain data entry level tasks for systemizing the employee information system.

Wells Fargo – San Antonio, Texas (2010-2011)

Call Center Representative

- Assisted customer queries over the phone and email.
- Guided customers to place new orders.
- Maintained contact lists of customers interacted with based on company norms.
- Took notes and addressed the serious customer centric issues quickly.
- Always achieved the pre-set targets within the mentioned deadline.

EDUCATION

High School Diploma from Brackenridge High School

DATE:

Signature of Andrew Donovan