

**CUSTOMER
SERVICE
PROFESSIONAL**



~ Career Target ~

*Customer Service
Opportunity in the
Medical Field*



~ Core Skills ~



Communications



Client Relations



Task Prioritization



Scheduling



Process Management



Multitasking



Inventory Ordering



Merchandising



Financial Transactions



Sales Reconciliation



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PROFILE

Personable, high-energy professional with the proven ability to deliver exceptional customer service and support in high-volume and fast-paced settings. Display extreme diligence in and dedication to executing policies and processes accurately. Effective in environments requiring multitasking, strong organizational skills, and the ability to maintain calm under pressure. Familiar with medical terminology, treatment plans, and patient needs.

PROFESSIONAL EXPERIENCE

GROCERY STORE, City, ST (2005)

Customer Service / Cashier

Provided frontline customer service and cashier support in a high-volume and fast-paced retail environment. Greeted customers courteously to ensure a positive first and last impression. Processed orders quickly and efficiently, packaged goods neatly, and handled credit, cash, and voucher transactions accurately. Referred concerns to management staff to facilitate resolution.

Select Highlights:

- **Served customers with a commitment to exceeding expectations**, despite often working during peak traffic times demanding efficiency and speed.
- **Completed on-the-job training** to ensure complete understanding of and compliance with company policies, processes, and systems.

INDEPENDENT ENGAGEMENT, City, ST (2004-2005)

Caregiver

Assisted a client by performing household management and caregiving tasks, in addition to administering daily medications in accordance with treatment plans. Coordinated client's schedule including arranging medical appointments, managing daily calendar, and ensuring all household tasks were completed on time.

Select Highlight:

- **Learned and refined a busy schedule** requiring diligent management of time and resources to ensure all financial, medical, and household tasks were attended to.

SUPPLY STORE, City, ST (2004)

Customer Service Representative

Entered sales transactions, special orders, and class registrations into store database while updating all pertinent customer contact information. Reviewed inventory levels, placed new product and replenishment orders, and merchandised goods to increase buyer appeal.

Select Highlights:

- **Trusted to handle financial and banking transactions** including preparing store deposits, processing sales transactions, and performing register reconciliation.
- **Met or exceeded desired service levels** by assisting customers with product review and selection, processing orders quickly and accurately, and maintaining a positive demeanor.

TRAINING

ABC ORGANIZATION, City, ST

Completed Job Readiness Training Program, 2006

COMMUNITY INVOLVEMENT

- ✓ ABC Elementary School
- ✓ Suburbia Sports League
- ✓ The Girl Scouts of America
- ✓ Little League Baseball