

YOUR FULL NAME

Customer Service Representative

City, Country • +00 300 0000000 • your.name@email.com • linkedin.com/in/yourname

PROFILE

Customer service representative with 4 years of experience in inbound call centre and live chat support for telecom and e-commerce brands. Handles 80+ contacts a day while keeping customer satisfaction above 92%. Patient, clear and good at turning complaints into loyal customers.

KEY RESULTS

- CSAT 94% (team average 87%) over the last 12 months.
- Average handle time cut from 7.5 to 5.2 minutes without lowering quality scores.
- Employee of the Month three times in 2025.

WORK EXPERIENCE

Senior Customer Service Representative — Company Name, City Apr 2023 – Present

- Answer calls, chats and emails about billing, orders and technical issues (80+ a day).
- Handle escalated complaints and approve refunds within policy.
- Coach 6 new agents during their first month on the floor.

Customer Service Representative — Call Centre Name, City Jun 2021 – Mar 2023

- Handled inbound calls for a telecom client; met first-call resolution target of 75%.

SKILLS

Customer: Active listening, complaint handling, de-escalation, upselling, clear written English

Tools: Zendesk, Freshdesk, Salesforce Service Cloud, Avaya, Microsoft Teams

Typing: 55 words per minute

EDUCATION

BA — University Name 2021

LANGUAGES

English (fluent, neutral accent), Urdu (native), [Arabic / Punjabi]