

Your Name
Your Boulevard
City, State Zip
Cell/Mobile/Home
emailaddress@provider.net

Summary

With over 18 years of successful experience in technical service and customer relationship building, I have utilized my excellent people and communication skills to maximize results in my career. I am energetic, reliable, and self-motivated, and my dedication and diligence results in my consistently exceeding quotas and goals. My expertise with software applications helps me to consistently concentrate on and address my customers' needs.

Employment Profile

Company, San Francisco, CA **2003-2005**
Senior Customer Service Representative

- Leading office service person with excellent reviews
- Consistently maintained existing customer base while adding new customers
- Recognized by management as *leading service person* for several time periods

Company, San Diego, CA **2001-2002**
Account Manager

- Responsible for *meeting customer needs* and closing sales/rentals
- Provided excellent customer service to retain customer base and increase sales
- Handled pricing of products based on market conditions

Company, Los Angeles, CA **2000-2001**
Account Executive

- Increased L.A. office revenue by 22%
- Developed and maintained lasting relationships with customers
- Handled business development by *identifying/meeting customer needs*

Company, San Diego, CA
Sales Representative

1998-2000

- Responsible for *selling and servicing customer accounts*
- Developed and maintained long-term relationships with customer base in San Diego, Orange County, and Arizona
- Selected product mix* to maximize product availability

Company, Mesa, AZ
Inside Sales/Administrative Manager

1994-1998

- Managed Mesa office operations*
- Instrumental in establishing company policies and procedures
- Responsible for office management*, sales and proposals, inventory, purchasing, financials, customer service

Company, Phoenix, AZ
Customer Service Manager

1992-1993

- Supervised customer service representatives*
- Assisted customers with orders/product information
- Established, maintained financial and inventory control records

Company, Tempe, AZ
1992
District Administrator

1988-

- Audited sales invoices* and registers daily for 3 locations
- Scheduled staff* for store opening and closing rotations
- Responsible for bank deposits, purchasing, and processing RMA products
- Implemented customer service procedure* to ensure timely debit/credit processes

Education

- My Community College- Flagstaff, AZ
- My College- Philadelphia, PA