



John Doe
202 Oak Ridge Lane
Indianapolis, Indiana 47804
(888) 555-1234

OBJECTIVE

A challenging position as industrial Customer Service Representative (CSR)

SUMMARY

- Five years of experience in Industrial Customer Service (ICS)
- Thorough knowledge and excellent knowledge of modern office practices and procedures.
- Strong customer service skills, with the ability to diffuse difficult situations.
- Proficient in general office duties, including Microsoft Office and knowledge of basic business techniques and methods of using standard word processing, spreadsheets, databases and other office software and equipment.
- Type at a steady rate of 40 w.p.m.; use 10-key calculator; maintain accurate records.

RELATED EXPERIENCE

Great Dane Trainers, Indianapolis, IN 2008 - Present
Customer Service Representative

1. Create customer orders via telephone
2. Answer questions regarding status of various accounts and attend to problems or complaints from customers in person, on the telephone or by written e-mail or fax correspondence.