

JANE DOE

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EDUCATION AND TRAINING:

BACHELOR OF ARTS DEGREE - COMMUNICATION STUDIES

California State University, Sacramento (December 2003)

Emphasis: **INTERPERSONAL AND SMALL GROUP COMMUNICATION**

CERTIFICATE - ORGANIZATIONAL COMMUNICATIONS

Cosumnes River College – Sacramento, California (2001)

SUMMARY OF QUALIFICATIONS:

Energetic and highly adaptable individual with a reputation for achieving goals using excellent relationship building abilities, proven multi-tasking skills, and more than eight-years of versatile experience.

Professional Skills and Accomplishments Include:

- Developing strategies and recommendations to achieve all business objectives
- Establishing customer trust and building positive long-term customer partnerships
- Partnering with managers to prioritize, coordinate, and perform special projects
- Working as part of a team using excellent analytical and organizational skills
- Learning new responsibilities and working within a fast paced work environment
- Using PC's with Windows 2000, Microsoft Word, e-mail, and the Internet

PROFESSIONAL EXPERIENCE:

CUSTOMER SERVICE / SALES REPRESENTATIVE

(04/00 - Present)

Employer's Name Removed for Confidentiality - Sacramento, California

- Attended college full-time and delivered positive results while serving in increasingly responsible customer service and sales positions for this leading wireless telecommunications company.
- Achieved customer satisfaction goals using excellent listening skills, strong problem solving techniques, and ability to promote wireless equipment and services that provided value to customers.
- Managed inventory, performed daily closing procedures, and earned outstanding annual performance evaluations. Awarded a Certificate of Appreciation for 100% attendance.
- Served three years as Sales Representative and consistently exceeded monthly goals with sales of as much as 175% of quota. Awarded Winner Circle's honors for being a top sales producer.

SALES ASSOCIATE

(01/99 - 02/00)

Employer's Name Removed for Confidentiality - Sacramento, California

- Earned a reputation for being a highly motivated Sales Associate entrusted to market a full-line of wireless phone equipment and services for this independent cellular phone dealer.
- Established positive customer relations, conducted sales presentations, and generated new sales.

CUSTOMER SERVICE CLERK

(07/97 - 10/98)

Employer's Name Removed for Confidentiality - Sacramento, California

- Interacted positively with customers and performed a wide range of customer service including answering phones, mailing packages, and handling numerous sales transactions.

References Available Upon Request