

# JANE RUSSELL

## CUSTOMER SERVICE RESUME

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### Summary

A level headed, calm and unflappable individual who is able to carry out any customer service role professionally and effectively. Jane has a long track record of increasing customer loyalty and retention, she does this through having an in-depth understanding of the tasks, responsibilities and skills involved in customer service work. She always keeps her customers updated on issues important to them and works hard to meet requests for information in a timely and efficient manner. Right now she is looking for a suitable position with an exciting and ambitious company.

### Skills

#### Customer service

Relationship building  
Complaint Procedures  
Positive language  
Telephone techniques  
Effective questioning  
Managing objections  
Customer satisfaction  
Web chatting

#### Professional

Process Development  
Highly organised  
Planning & preparation  
Managing time  
Troubleshooting  
Negotiating skills  
IT skills  
Multi-tasking

#### Personal

Listening skills  
Customer engagement  
Working with others  
Body language  
Pro-active  
Self disciplined  
Articulate  
Tenacious

### Career

#### CUSTOMER SERVICE ADVISOR

May 2007 - Present

Call Centre

Responsible for handling a wide range of incoming calls and face to face meetings with customers. Also in charge of resolving all interactions positively and to the customer's complete satisfaction.

- Responding appropriately to customer questions and comments.
- Screening calls, and handling 'wafflers' and 'insistent' callers.
- Identify gaps in a customer's records & then collecting information to fill them in the gaps.
- Assisting customers in making a decision about a product or service to buy.
- Maintain and updating customer databases.
- Keeping accurate records of discussions or correspondence with customers.
- Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
- Undertaking general administrative duties like filing, photocopying and opening mail.

#### CUSTOMER SERVICES ASSISTANT

Feb 2006 – May 2007

Retail Shop

### Academic

Nuneaton University

2003 – 2006

Business Administration BA (Hons)

Nuneaton College

2001 – 2003

A levels: Math (A) English (C) Physics (B) Geography (D)

# Objectives For Customer Service Resume

**JA Banks**



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