

# CUSTOMER SERVICE RESUME CHEAT SHEET

## PROFESSIONAL PROFILE BULLET EXAMPLES

30 years' experience delivering exemplary customer service in the retail industry.

Advanced conflict resolution skills to ensure repeat guest business.

Highly organized, detail-oriented customer service manager.

Enhanced communication strategies for keeping customers happy.

Solutions-driven team member who delivers consistent customer satisfaction.

Received the highest customer satisfaction ratings in 2017 for Amazon's South East region.

Dedicated customer satisfaction expert with advanced problem-solving skills.

TIP: REPLACE YOUR RESUME OBJECTIVE WITH A "PROFESSIONAL PROFILE"

## EXAMPLE SKILLS

### Conflict Resolution

*Active Listening*

Customer Relationship Building

*Solution-Oriented Problem Solving*

Point-of-Sale Terminals

Microsoft Office Software

Anything specific to

your industry, like

specific product

knowledge or technology

EMPLOYERS WANT TO SEE TWO THINGS: YOU'RE A **PROBLEM SOLVER** AND YOU **CARE** ABOUT CUSTOMERS.

## INSTEAD OF

Try

## HOW TO DESCRIBE YOUR DUTIES FROM FORMER JOBS

Checked out/rang up customer orders.

Assisted customers with purchases and ensured their needs were met during their shopping experience.

Maintained customer records.

Kept up-to-date customer records with notes regarding how we met customer needs and can exceed their expectations in the future.

Answered the phone.

Answered customer telephone calls with a cheerful greeting, actively listened to customer concerns, and then either solved their concerns or directed their calls to the person most suited to meet their needs.