

# DORA JONES

## CUSTOMER SERVICE SPECIALIST



(352) 555-1234



Dora@gmail.com



123 Fake Street  
Nowhere, FL 34785

## EDUCATION

### MASTER OF SCIENCE

*Human Behavior*  
National University  
2013

### BACHELOR OF ARTS

*Psychology: Grief Therapy*  
National University  
2012

## SKILLS

Microsoft Office

Point of Sale Systems

Customer Service

Conflict Resolution

Grief Therapy

Team Building

## PROFESSIONAL PROFILE

- 30 years of customer service experience
- Advanced customer-relationship building skill set
- Detail-oriented problem solver adept at adapting to high-pressure situations.
- Certifications including OSHA, forklift, IDOT First Aid, Kodak/Fuji photo processing and the Ministry of Care (Archdiocese of Chicago)

## WORK EXPERIENCE

### FRONT DESK CLERK

Happy Motel / Inverness, FL / 2013 - Present

Ensuring guests have a relaxing and enjoyable vacation experience by meeting their hospitality expectations through services such as:

- Greeting guests upon arrival
- Overseeing guest check in/check out
- Troubleshooting guest issues through teamwork with my co-workers
- Maintaining and updating customer data

### TEAM MEMBER

Target / Lady Lake, FL / 2013 - 2018

Provided outstanding customer service while fulfilling other retail-related responsibilities including:

- Monitoring fitting rooms to reduce shrinkage and ensure customer satisfaction
- Managing inbound customer telephone calls
- Operating point of sales systems both for inventory purposes and to complete customer purchases
- Creating and maintaining merchandise displays

### RETAIL SKILLS TRAINER

Cracker Barrel / Kodak, TN and Belleview, FL / 2007-2011

In charge of training new and current employees on standard business practices, including safety concerns, product knowledge, record keeping, etiquette and providing the best possible customer service and engagement.

### TRAINING AND DEVELOPMENT COORDINATOR

Kmart / Norridge, IL / 2004-2007

Coordinated all professional development activities for a store of more than 80 employees. This included conducting test preparatory sessions, scheduling training sessions and certifying employees for forklift and other skills necessary for their positions.

### MERCHANDISER

Chas Levy / Chicago, IL / 1997-2007

Circulated magazine stock at multiple stores throughout the Chicago area.