**Jane Smith**

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An enthusiastic, friendly communicator with excellent customer service skills. Previous experience in customer service and administration, now looking for a full-time job in a similar field. Flexible and hard-working, available for an immediate start. Access to own transport and able to work daytime, evening or weekend shifts as required.

**Employment History**

Jan 2018 – Mar 2020 **Office Administrator**

123 Marketing, Bramhall

* Acting as the first point of contact for customers
* Answering incoming calls, emails and post
* Responding to enquiries and emails
* Opening, distributing and franking the post
* Ordering stationery
* Typing letters and formatting documents
* Filing, photocopying, faxing and printing

Aug 2016 – Dec 2017 **Customer Service Executive**

Call Centre 123, Hazel Grove

* Dealing with customer enquiries
* Using a database to maintain customer records
* Escalating problems and delivering excellent customer service
* Completing files and paperwork to administer accounts
* Taking part in training and supporting new staff
* Working to targets

Apr 2014 – Jun 2016 **Retail Assistant**

The Stockport Supermarket, Stockport

* Serving customers in a polite manner
* Showing products on the shop floor
* Stocking shelves and bring out new goods
* Operating the checkout and taking payments
* Helping to pack bags and restock baskets
* General cleaning up and making sure everywhere was kept tidy

**Key Skills**

* First class customer service skills
* Confident communicator
* Well presented
* Attention to detail
* Patient and approachable
* Reliable and hard-working
* Can use own initiative
* Driving License and Own Car

**Education**

2014 **NVQ Customer Service Level 2**

Stockport College

2012 7 **GCSEs**

Stockport School

**About Me**

During coronavirus, I have been out of work and have used this time to take up a new hobby, learning yoga. I have completed online learning courses in customer service and digital skills. I have also helped to organize quizzes on Zoom to stay connected with my family and friends.