



Mia Reynolds

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LinkedIn

Entry-level customer service professional with a passion for problem-solving

Friendly and detail-oriented professional with experience handling customer inquiries, resolving issues, and improving client satisfaction.

Professional Experience

June 2023 - Present

Customer Service Representative *RetailCo, City, ST*

- Assisted 50+ customers daily with inquiries and complaints, improving satisfaction scores by 20%
- Processed orders and resolved billing issues in a timely manner

January 2023 - May 2023

Front Desk Associate *Hotel Welcome, City, ST*

- Managed guest check-ins and provided excellent hospitality services
- Handled booking and scheduling inquiries efficiently

Key Skills



Conflict resolution and de-escalation
Call center operations
CRM software (Salesforce, Zendesk)
Order processing and account management
Active listening and communication

Education

Associate Degree in Business Administration (May 2024) State College, City, ST