



Danielle Freeman
Stay-At-Home Mom
Returning to Work

City, ST 73301
(123) 456-7890
email@email.com
LinkedIn

Professional Experience

Customer Support Specialist
TechBridge Communications,
Austin, TX

January 2012 - March 2017

- Handled over 60 calls daily, resolving issues and increasing customer retention by 22%
- Trained new hires on customer service protocols and systems
- Upsold products, generating over \$25,000 in annual revenue

Retail Associate
Target, Austin, TX

July 2009 - December 2011

- Managed checkout lanes and inventory restocking
- Helped customers locate products and process returns

Education

Bachelor of Arts in Communications
University of Texas at Austin | 2009

Experienced customer service representative reentering the workforce with updated skills and fresh perspective

Eight years in client support and account management before a five-year family leave. Recently completed CRM software training and ready to bring professionalism and empathy back to a fast-paced role.

Key Skills

