

Liam Chong

Entry-Level Customer Service Representative

City, ST 98765
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(123) 456-7890
LinkedIn

Key Skills

- Conflict resolution
- POS systems
- Customer engagement
- Microsoft Office Suite
- Team collaboration

Education

Bachelor of Arts in
Communication Studies
University of California, Los Angeles | May 2023

Energetic Customer Service Associate Eager To Build Client Relations Skills

Recent college graduate with strong interpersonal skills and a passion for helping customers. Experienced in retail sales and administrative support, with excellent problem-solving abilities.

Professional Experience

Retail Associate

XYZ Clothing Store | City, ST | June 2023 - Present

- Assisted customers with purchases, increasing sales by 10% through personalized recommendations
- Processed transactions and managed returns, maintaining a 98% transaction accuracy rate
- Resolve customer complaints efficiently, improving store satisfaction scores

Administrative Assistant (Internship)

City Community Center | City, ST | September 2022 - May 2023

- Managed incoming calls and emails, directing customer inquiries to the appropriate departments
- Assisted with event planning and coordinated volunteer efforts for community outreach programs