

**Marcus Richardson**  
**Utility Customer Service**  
**Representative**

City, ST 98765 | (123) 456-7890  
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**Experienced Utility Customer Service Specialist With Strong Billing and Account Management Skills**

**Dedicated customer service professional with five years of experience handling billing inquiries, outage reports, and service scheduling for utility companies.**

**Professional Experience**

**Utility Customer Service Representative**

XYZ Energy Services | City, ST

June 2020 - Present

- Managed 80+ customer inquiries daily regarding billing, outages, and service requests
- Assisted customers with payment arrangements, reducing overdue accounts by 20%
- Coordinate service technician appointments, ensuring on-time service resolution

**Billing Support Associate**

ABC Water Utility | City, ST

May 2017 - June 2020

- Processed customer payments and billing adjustments, ensuring compliance with state regulations
- Educated customers on usage monitoring and conservation efforts, reducing complaints by 15%
- Resolved account disputes, improving customer retention by 12%

**Key Skills**

Utility billing and payment processing

Service request coordination

Outage management and customer notifications

CRM and billing systems (SAP, Oracle)

Conflict resolution and customer retention

**Education**

**Associate Degree in Business Administration**

Community College of Denver | May 2017