





Mia Reynolds

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.

PERSONAL INFORMATION

-  (555) 678-9012
-  miareynolds@email.com
-  LinkedIn
-  City, ST

KEY SKILLS

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

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

EDUCATION

Associate Degree in Business Administration (May 2024)

State College, City, ST