Jean Powers

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Dedicated job seeker looking to work as a customer service professional. Committed to maintaining professional relationships to increase profitability and drive business results. Ready to help team achieve company goals.

**SKILLS**

| * Inbound and outbound calling
* Communication
* Data entry
 | * Computer skills
* Product knowledge
* Customer complaint resolution
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**PROFESSIONAL SKILLS**

**Customer Care**

* Developed and actualized customer service initiatives to decrease wait times.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Handled incoming calls and utilize a proactive sales approach with 20+ client interactions to uncover additional sales and service opportunities each day.

**POS**

* Boosted sales revenue by skillfully promoting diverse service options.
* Managed over 20 POS register operations, maintained transaction accuracy and transaction document processing each day.
* Leveraged sales expertise to promote products and capitalized on upsell opportunities.

**Multitasking**

* Offered advice and assistance to customers while paying attention to particular needs or wants.
* Liaised with customers, management, and sales team to better understand customer needs, recommend appropriate solutions and sales.
* Able to multitask and prioritize assignments in a team environment.

**WORK HISTORY**

Hill Propane

Summer Customer Service Representative // Grandville, MI // June 2021 to September 2021

Visser Family YMCA

Lifeguard // Grandville, MI // May 2020 to October 2020

**EDUCATION**

BBA - Accounting

Baker College // Flint, MI // 05/2024