

Full Name: Amanda Brown  
Address: 987 Main St, Calgary, AB  
Phone Number: 555-555-5555  
Email: [amanda.brown@email.com](mailto:amanda.brown@email.com)

As a friendly and customer-focused Customer Service Representative with 3 years of experience, I am dedicated to providing exceptional service to customers. With my strong communication and problem-solving skills, I am able to resolve customer issues efficiently and effectively.

#### Work Experience:

Customer Service Representative, XYZ Corporation, Calgary, AB, 2020 - present

- Responded to customer inquiries and resolved issues related to products and services
- Managed customer accounts and processed orders in a timely and accurate manner
- Collaborated with other departments to resolve complex customer issues

Customer Service Representative, ABC Services, Calgary, AB, 2018 - 2020

- Assisted customers with product information and ordering
- Resolved customer complaints and issues in a professional and efficient manner
- Maintained accurate customer records and communicated relevant information to other departments

Customer Service Representative, Acme Retail, Calgary, AB, 2017 - 2018

- Assisted customers with returns, exchanges, and refunds
- Conducted price checks and product availability inquiries
- Maintained a clean and organized work area to ensure customer satisfaction

#### Education:

Bachelor of Commerce, University of Calgary, Calgary, AB, 2017

#### Skills:

- Strong communication and interpersonal skills
- Ability to handle customer complaints and issues with empathy and professionalism
- Knowledge of customer service principles and best practices
- Ability to work well in a team environment
- Proficiency in using customer service software and tools