INTRODUCTION

Address

Phone number

Email

LinkedIn profile

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**SKILLS & ATTRIBUTES**

* Strong communication skills and attention to detail
* Previous experience working in both face to face and phone-based Customer Service roles
* Ability to work in autonomously as well as in a team environment
* Punctual, reliable and well presented
* Strong technical experience and sound computer knowledge
* Ability to build rapport with customers
* Ability to work in autonomously as well as in a team environment

**SOFTWARE SKILLS**

* Adobe Premier Pro
* MYOB Pro Version 20
* HTML basic coding
* Microsoft Excel Advanced

**REFERENCES**

Samantha Smith   
Team Leader at SMAART   
0412 345 678

John Duck  
Store Manager at Subway  
0412 345 678

**Your**

**Name**

I am a passionate people person and love to work within busy team environments. I have been fortunate to work across and develop my skills in both face to face and phone-based positions having worked in both retail and a call centre environment. I am a strong communicator and love to work with people. My key strengths would be my interpersonal skills and ability to build strong relationships.

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EDUCATION

**Bachelor of Business (Marketing)**

Monash University, 2019

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EMPLOYMENT HISTORY

**Customer Service Officer**  June 2018 - Current

**SMAART Energy**

SMAART Energy are a leading utilities retailer, specialising in renewable energy and internet connect. Their head office is based in the Melbourne CBD and they employ over 1,200 people across Australia.

* Answering incoming phone calls from customers across a range of enquiries

such as new account creation, billing, payment plans or general questions.

* Adhering to KPI’s such as AHT, NPS after call work, calls per day and adherence to schedule.
* Processing and updating customer information into Salesforce.
* Working collaboratively within a team of 12 to achieve company objectives.
* Trained to handle high level customer complaints and escalations.
* Committee member for SMAART Energy’s “Inclusive Place To Work” initiative.

Key Achievements

* Achieved 95% Customer Satisfaction Score for the last 18 months.
* Gained my ‘Call Resolution Badge’ within 3 months against a target of 6 months.
* Seconded twice to fill in for Team Leader whilst on annual leave.
* Given responsibility to train new staff