**Your Name**

|  |  |
| --- | --- |
| Phone Number  Email | Address  City, State, Zip |

# **Objective**

To obtain a job as a customer services representative where I can utilize my management skills and customer satisfaction training.

# **Skills**

* 100% positive feedback from satisfied customers over 5-year survey period.
* Implemented a floor plan that allowed employees to serve 10 more customers an hour, which greatly increased customer recommendations and referrals.
* Proficient at multi-tasking. Able to answer phones, take notes and treat customers with attentive respect under stress.
* Fluent in Spanish and English
* Competent with Windows, Mac and Linux. Knowledgeable of Microsoft Office and QuickBooks.

# **Experience**

**Restaurant Manager** 2006 - 2012

* “La Roux Restaurant” in Minneapolis, MN
* Awarded “Employee of the Month” five times
* Responsible for customer service, filing and bookkeeping
* Trained and scheduled employees

**Head Waiter** 2004 - 2006

* “The Sweet and Sour Duck” in St. Paul, MN
* Addressed customer questions and complaints
* Coordinated employee stations so as to minimize delays and long waits
* Personally attended 10 – 15 tables at a time

**Hostess** 2000 - 2002

* “Eats and Sweets” in Anoka, MN
* Assigned and organized reservations
* Greeted and seated customers

# **Education**

**University of Minnesota** June 2002

* B.A. in Psychology