

LIAM ANDERSON

Customer Service Attendant

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PROFESSIONAL SUMMARY

Motivated Customer Service Attendant with 2 years of experience committed to delivering high-quality service and resolving customer issues swiftly. Proven ability to build rapport with clients and enhance satisfaction through effective communication. Ready to apply my skills in a dynamic environment dedicated to exceptional customer care.

WORK EXPERIENCE

Customer Service Attendant Feb / 2024- Ongoing
Quantum Solutions LLC Phoenix, AZ

- Assisted serving staff, ensuring smooth operations during peak hours.
- Managed serving activities for multiple parties, demonstrating excellent multitasking abilities.
- Maintained regular attendance and punctuality, contributing to team reliability.
- Engaged with customers by providing detailed information about products and services.
- Directed calls to the appropriate departments, ensuring efficient communication.
- Handled administrative tasks, including order supplies and maintaining records.
- Supervised staff tasks, ensuring adherence to service standards.

Customer Service Attendant Feb / 2023- Feb / 2024
Summit Peak Industries Denver, CO

- Trained new staff in customer service protocols and safety regulations.
- Resolved customer complaints promptly, maintaining a positive service atmosphere.
- Operated a multi-line phone system, efficiently managing orders and inquiries.
- Coordinated meeting setups, ensuring all requirements were met for events.
- Maintained cleanliness in public areas, adhering to health standards.

EDUCATION

Associate of Applied Science in Hospitality Management Feb / 2022 - Feb / 2023
City College Phoenix, AZ

Focused on customer service excellence and operational management.

SKILLS

Ms Office Suite
Social Media Management
Internet Proficiency (60 Wpm)
Organizational Skills
Patience

INTERESTS

Home Brewing Wildlife Conservation
Running Public Speaking

STRENGTHS

Willingness Wisdom
Zeal Ingenuity

LANGUAGES

English Swahili Spanish

ACHIEVEMENTS

- Increased customer satisfaction scores by 15% through improved service techniques.
- Successfully reduced average response time to customer inquiries by 25%.