

SAMPLE CHRONOLOGICAL RESUME

Put full name and contact information at top of each page.

FIRST AND LAST NAME

STREET ADDRESS, CITY, STATE, ZIP CODE
HOME (xxx) xxx-xxxx CELL (xxx) xxx-xxxx email@url.com

Emphasize accomplishments in clear and concise manner. Use strong ACTION verbs and statements.

CUSTOMER SERVICE MANAGEMENT

PROFILE: Experienced Customer Service executive with strong analytical and decision-making skills. Ensures successful outcomes with both internal and external customers by employing positive communications techniques. Proven ability to foster productive service-oriented team by utilizing problem-solving, time-management, training, and leadership skills. Able to execute programs which generate significantly increased sales while using limited resources.

STRENGTHS

- Customer Service
- Interpersonal Communication
- Time Management
- Staff Development
- Training
- Team Building
- Fluency in English and Spanish
- Increasing Productivity

PROFESSIONAL EXPERIENCE

Enter jobs in chronological order as shown. Most recent job is first. Place company name, location and overall length of time on first line. Individual job titles and dates are listed below in descending order for each company. All dates are in parentheses.

XYZ Apparel, New York, NY (2002 – present)

Director, Customer Service (2006 – present)
Manager, Customer Service (2002 – 2006)

- Hired, trained and supervised staff of 30 in call center of national retail chain. Initiated successful promotion schedules. Reduced wait time of calls by 32%. Achieved customer satisfaction improvement scores of 97% for service offered by operators.
- Analyzed nature of calls to track issues and successes with product categories. Provided marketing with targeted feedback that resulted in a re-structure of advertising that saved \$52 million within first six months.
- Developed training program for customer service representatives that ultimately improved positive feedback by 62% from both internal and external customers. Created first-ever departmental meeting recaps that provided upper management with a much-needed overview of customer issues and comments. Resulted in increased sales and improved customer satisfaction.
- Produced analyses of orders by category and price which pinpointed winners and losers. Helped generate more than \$125 million in sales by identifying and targeting customer needs.

Use ACTION VERBS to show accomplishments that reinforce your Profile and substantiate RESULTS

ABC Stores, Peoria, IL (1997 – 2002)

Customer Service Manager (2000 – 2002)
Customer Service Representative (1998 – 2000)
Sales Professional (1997 – 1998)

- Established first ever sales incentives contest which generated \$2 million in additional sales in first year
- Promoted to Customer Service Representative as a result of excellent service record to both internal and external customers and demonstrated leadership skills
- Re-organized departmental structure and implemented tracking program which identified operational areas needing re-structuring. Developed and executed plan that resulted in increased efficiencies.

SAMPLE CHRONOLOGICAL RESUME

FIRST AND LAST NAME

EDUCATION / TRAINING

MBA, University of Florida, 1997
BA, Psychology, University of Georgia, 1994

Member, American Society of Training and Development
Member, International Customer Service Association

Regularly attend Workshops, Conferences and self-study groups to stay abreast of best practices to motivate, reinforce, streamline efficiencies, and increase productivity.

Education, Training, and other activities and memberships provide information about your professional development and support your qualifications. Companies often confirm college degrees with this information.

TECHNICAL

Microsoft Office, Power Point, Word, Excel, Outlook, Act

Utilize action-oriented KEY WORDS that show achievements and can be scanned.

AFFILIATIONS

- American Society of Job Searchers
- American Society for Training & Development
- Society for Human Resource Management