

# SAMPLE FUNCTIONAL RESUME

**FIRST AND LAST NAME**  
STREET ADDRESS, CITY, STATE, ZIP CODE  
HOME (xxx) xxx-xxxx CELL (xxx) xxx-xxxx  
email@url.com

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

## 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.

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

**OBJECTIVE:** To be a Customer Service Manager in the retail sector, where my 12 years of progressive experience in the industry can add value and help ensure bottom line profitability. Fluent in English and Spanish.

**MANAGEMENT:** 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.

**ANALYSIS AND DECISION MAKING:** 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 6 months.

**COMMUNICATIONS:** 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.

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

**SALES AND MARKETING:** 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.

## PROFESSIONAL EXPERIENCE:

**Director of Customer Service for XYZ Apparel** (2002 – present).  
**Customer Service Manager at ABC Stores** (1997 – 2002).

## 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

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

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

## TECHNICAL:

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

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