



## AFTER

**Terry Calhoon**  
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### Seek a Customer Service position utilizing the following experience:

- Overseeing customer service procedures for up to 600 customers daily, processing sales in excess of \$2 million annually.
- Utilizing MS Word and Excel to prepare departmental documentation and managerial reports.
- Customer Service Representative Certificate, Fairview College 1996.

### **Customer Service Representative**

- Managed my own station in addition to training/supervising staff providing customer service to over 600 customers, processing up to \$21,000 daily.
- Increased revenues by promoting add-on sales and speciality/seasonal items.
- Coordinated customer service with 8 departments - returns and exchanges, product departments, electronics, stocking, receiving and maintenance.
- Communicated with 4 regional stores to coordinate customer orders.

### **Training - Profitable Customer Service**

- 4.0 GPA completing 720 hours of Advanced Training in Professional Customer Service and Administrative Procedures for the corporate office:

Front Line Service	Sales & Marketing	Office Administration
Case Studies & Analysis	Cross & Up Selling	Customer Data Systems
Complaint Resolution	Features & Benefits	New Account Set-Up
Order Fulfillment	Discounts & Percents	Records Control

### **Computerized Office Applications**

- Produced correspondence, tables, reports, graphic charts, formletters and spreadsheets using Word for Windows and Excel.
- Managed multi-line phones for 100 departments and 200 extensions.
- Coordinated reception, administrative and customer service activities.
- Demonstrated ability to solve problems, promote public relations and accurately complete administrative reports and tasks.

### **Staff Supervision / Training**

- Supervised and trained over 40 managers and customer service staff in sales, cashing, problem solving, inventory control and schematics.
- Oversaw operations for new facility, audit reports and cash accountability.
- Coordinated employee performance evaluations with 8 department heads, management, Vice-President and President.

### **Work History**

Customer Service Representative (cashier) - Kids'R Us  
Customer Service / Staff Training - Ghorms Drive In

*Terry had created a weak resume for several reasons:*

- ① She had worked in retail positions at a toy store and a fast food drive-in.
- ② Terry's image of these jobs didn't match her image of a corporate customer service representative. So she didn't believe her skills were important.
- ③ However, she had gained a lot of skills needed in a corporate customer service position.
- ④ Detailing and listing all of the skills she had developed that match customer service positions made her resume much stronger.