

MARY JONES
123 Any Street
Any City, State 55555

(213) 555-1234
Cellular/Messages: (213) 777-5678
e-mail: MaryJones@earthlink.net

A highly successful and savvy customer service manager/representative who has processed more than 415,000 orders, representing \$34.6 million in business-to-business and retail sales for leading manufacturers, service companies and retailers.

Expertise includes outstanding communications, customer relations, problem resolution, administrative, managerial, training, customer retention and sales skills.

EXPERIENCE

Fancy Dress Services, La Jolla, California

1998-Present

Senior Call Center Representative (2006-Present)
Sales Support Lead (2005-2006)
Acting Sales Support Lead (2003-2005)
Market Intelligence Representative (1998-2003)

Manage up to eight Customer Service Representatives for a \$12.7 billion professional services company, manufacturing dresses for special events with 290,000 employees located in 21 countries.

- Developed a report that showed the number of calls being processed by division. Incoming calls were up to 750 calls a day.
- Answer and qualify inbound calls generated through advertising programs and Internet websites. Assist in reporting/tracking and directing mail and fulfillment.
- Established contact information and relationships with every division throughout the company to facilitate redirecting incoming calls.
- Generated a monthly report that included the number of incoming sales leads and what was finally sold. Identified which 800-number was receiving the inquiry.
- Identify all calls for each of the company's 17 divisions.
- Respond to 75 to 150 e-mails a day concerning job-seekers' inquiries, sales leads, customer requests and concerns, vendor inquiries, internal questions, emergencies, fleet service issues, and human resources problems.
- Issue reports concerning sales leads, including follow-up to make sure that the prospect was contacted and serviced.
- Maintain continuous contact with customer and service center managers located in 250 locations.
- Act as Safety Coordinator for Emergencies for the San Diego headquarters.
- Arrange luncheons and receptions for the National Accounts and Marketing Departments.

Fabrics Emporium, Anaheim, California

1998-1995

Customer Service Supervisor/Order Entry

Managed the Retail Customer Service Department and order entry for a privately held manufacturer and retailer of fabrics sold nationwide to local fabric retailers.

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Fabrics Emporium, Continued

- Supervised two customer service representatives responding to more than 1,300 calls a week, representing \$2.35 million in sales per week.
- Worked with inventory, pulling orders and overseeing shipping.
- Participated in three trade shows and four fashion shows annually.
- Hired and trained new customer service employees.
- Assisted the Sales Manager in working with seven sales representatives.
- Processed back orders.
- Prepared sales reports and made stocking recommendations for replenishment of merchandise.
- Modeled company fabrics that were turned into dresses and suits at trade shows.
- Process overseas duty drawbacks.
- Developed and published the company's Customer Service Order Entry Procedures Manual.

PRIOR EXPERIENCE

Served as Executive Assistant to the President and Vice President of a leading sporting goods manufacturer. Previously, worked as order-desk and customer service representative for a bedding retailer.

EDUCATION

Cerritos College, Cerritos, California

Certificate in Office Management

Loara High School, Anaheim, California

Academic Diploma

Other Courses: Certificate of Completion in Building Leadership Skills, courses in MS Office, seminar in Multitasking, and seminar in Retail Selling

Software: Goldmine Sale Management, Access, PowerPoint, Excel, Word, Outlook