

MARY JONES

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Date

Dear Executive Recruiter:

I am in the process of seeking my next challenge in customer service and technical writing where I can use my skills in:

- **Customer Service** – Personally processed 137,000 customer inquiries covering orders, tracking, shipping, replacement, refunds, trade problems, account information and trivia questions. Trained 80 customer service staff and business writers.
- **Documentation Writing** – Wrote, edited and published 65 policies and procedures manuals.
- **Moderating Online Chat Rooms** – Oversaw chat rooms for two major sites of Nickelodeon and one for the Anaheim Angels.
- **Research** – Performed research for Nick-At-Night trivia questions and a staff of geotechnical engineers. Researched regulations to ensure manual compliance.
- **Library Technology** – Set up and managed a technical library that was used by 125 engineers, consulting businesses and government agencies.

If you are working on a client assignment requiring experience, dedication and productivity in customer service and/or technical writing, I would welcome your call.

Sincerely,

Mary Jones

Enclosure: resume