

SAMPLE RESUME BUSINESS CARD 6

(back of business card)

COURTEOUS AND DEDICATED CUSTOMER SERVICE MEMBER

Six years' experience in customer service, including creating customized vacations for customers of a worldwide leading entertainment company.

The Walt Disney Company, Overland Park, Kansas (1998-2005)

A 44,000-square foot, state-of-the-art call center with 40 seats, answering to more than 156,900 customer calls annually. Highly skilled in:

- Processing a wide variety of orders, including airline, accommodation, dining and rental car reservations, as well as providing park and Disney brand products information.
- Handling calls within targeted time limit and productivity while maintaining courtesy, poise and accuracy.
- Increasing company's revenue by creating and pursuing sales opportunities.
- Following all company procedures. Received more than four Employee of the Month Awards for excellence in service.
- Excellent intercommunication skills.

Languages: English and Spanish (conversational)

Availability: Immediate

Outstanding References Available

(816) 555-9876

e-mail: StephanieESmith@yoohoo.com

STEPHANIE E. SMITH

5555 ABCD AVENUE, APT. #1
KANSAS CITY, MISSOURI 64101

(front of business card)