MICHELLE **JONES**

**01234 567890 \ MICHELLE.JONES@AOL.COM**

**OBJECTIVE**

I am a competent customer service team member with an excellent background in the retail sector, looking for my next challenge. I am a competent customer service team member with an excellent background in the retail sector, looking for my next challenge.

**WORK EXPERIENCE**

*2009 - date*

**Customer Service Member**

Bradley Foods Ltd

My responsibilities include answering the telephone, dealing with customer service requests, informing customers of the progress of their orders and scheduling meetings for my manager.

* I was awarded Employee of the Month 7 times over the past two years.
* Customer feedback rated me 4.9 out of 5 for my customer service skills.

*2003 - 2009*

**Customer Service Assistant**

Fantastic Foods Ltd

My responsibilities included processing orders, filing, typing letters, arranging accommodation for the sales team and dealing with customers face-to-face who visited the offices.

* I was promoted from a junior role to a team leader position after 2 years.
* I introduced several efficiency processes that the Company continues to use.

*2001 - 2003*

**Customer Service Trainee**

Super Foods United

My responsibilities included stacking shelves, checking stock, helping customers find products and dealing with complaints.

*1999 - 2001*

**Office Junior**

Some Company plc

Adjust the spacing after each position by going to the Paragraph settings in Word and setting ‘After’ to 15pt. This makes the CV look less crowded.

**QUALIFICATIONS**

*2009 - 2011*

**NVQ Certificate/Diploma in Customer Service – Level 4**

ABC College

*2007 - 2009*

**NVQ Certificate/Diploma in Customer Service – Level 3**

ABC College

*2005 - 2007*

**NVQ Certificate/Diploma in Customer Service – Levels 1 and 2**

If you’re struggling with spacing, try VIEW > GRIDLINES in Word.

**** 123, GRANBY AVENUE, STOKE-ON-TRENT, STAFFS S12 34Y

Tim Smith

Line Manager

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Mable Jones

Line Manager

Bradley Foods Limited

123, The Street,

The Town

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**t:** (01949) 831234

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**REFERENCES**

In my spare time I enjoy going to the cinema and theatre. I also love playing table tennis and badminton. I collect vinyl and have a particular interest in rare Neil Diamond records.

**HOBBIES & INTERESTS**

* Patience
* Attentiveness
* Time management skills
* Persuasion skills
* Empathy

**SKILLS**

* Clear communication skills
* Ability to use positive language
* A calming presence
* Tenacity
* Willingness to learn / fast learner

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