

MICHELLE JONES

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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.

SKILLS

- Patience
- Attentiveness
- Time management skills
- Persuasion skills
- Empathy
- Clear communication skills
- Ability to use positive language
- A calming presence
- Tenacity
- Willingness to learn / fast learner

HOBBIES & INTERESTS

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.

REFERENCES

Mable Jones
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