

# CUSTOMER SERVICE ADVISOR CV

By CV Genius

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Accomplished, performance-driven Customer Service Advisor with 6+ years of experience in account management, technical support, and customer relations. Adept at handling customer complaints, troubleshooting issues, and juggling multiple projects simultaneously. Seeking a position at [Company Name] to effectively balance customer needs and company demands.

## Work Experience

Sep 'XX-Present

**Customer Service Advisor** | Next, Kilmarnock

- Communicate with 60+ customers daily through the phone and respond promptly to inbound calls to troubleshoot connections, keeping a record of each customer interaction and complaint
- Train and mentor team members to promote productivity, and lead the staff to achieve a 99%+ customer service satisfaction rate
- Lead a high-performance team of up to 20 customer representatives and coordinate their activities to ensure top-notch service
- Awarded a monthly bonus for 5 consecutive months in recognition of outstanding service

Jun 'XX- Aug 'XX

**Customer Service Associate** | Everlane, Kilmarnock

- Managed a team of 10 customer service advisors, and increased retention rate by 25% by resolving all networking issues for home and small businesses efficiently
- Recognised as one of the top 3 advisors in the company by consistently surpassing the company's customer satisfaction quotas
- Detected new growth opportunities which drove the company's renewal revenue growth rate to 15%
- Increased customer satisfaction scores by 4.7% within 3 months of joining the company

Jan 'XX- Aug 'XX

**Customer Service Representative** | The Springs, Kilmarnock

- Resolved customers' problems quickly while improving the company's image
- Answered 60+ inbound calls daily to address customer inquiries, resolve issues, and provide information on new products and services
- Provided support to 150,000+ customer accounts across the UK and achieved a complaint resolution quality score of 99.9%
- Learnt how to use a multi-line phone system to support multiple customers at once

## Education

20XX-20XX

### Northumbria University

BA (Hons) Business Management

Upper second-class honours

20XX-20XX

### Gosforth High School, Newcastle-upon-Tyne

**A-Levels:** Business Studies (B), Maths (B), History (C)

**GCSEs:** 10 Grades 9-4, including English, Maths, and ICT

## Key Skills

Fluent in French

CRM software

Customer engagement

Communication

Customer satisfaction

Conflict resolution

Organisation

## Hobbies & Interests

Cooking for friends and family

Video game competitions

Skiing in the French Alps