

CUSTOMER SERVICE REPRESENTATIVE CV

By CV Genius

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PERSONAL STATEMENT

A dynamic and dedicated Customer Service Representative with over 8 years of experience in fast-paced customer-facing roles. Expert in providing world-class customer service, adept at problem-solving and driving sales through effective communication and personalised service. Enthusiastic about joining Hertz to contribute to enhanced customer experiences and achieve company targets through teamwork and continuous improvement.

WORK EXPERIENCE

CITY RENTALS – Manchester

Customer Service Representative, *Jul 20XX–present*

- Deliver exceptional customer service, enhancing customer satisfaction and loyalty
- Spearheaded a team initiative that increased cross-selling of additional services by 30%
- Resolve complex customer issues, improving overall service delivery standards
- Manage booking systems and customer appointments, optimising daily workflow
- Trained and onboarded 14 new staff members, enhancing team performance and service quality
- Conduct regular reviews of customer service practices, implementing improvements that reduced customer complaints by 20%

AUTODRIVE SOLUTIONS – Liverpool

Sales Associate, *Nov 20XX–Jun 20XX*

- Excelled in customer engagement and sales, consistently meeting monthly sales targets
- Implemented new sales strategies that boosted upsell rates by 20%
- Managed customer transactions and finance agreements, ensuring compliance with GDPR
- Provided detailed product demonstrations, increasing customer understanding and satisfaction
- Coordinated with service departments to ensure timely vehicle readiness, improving customer wait times
- Maintained up-to-date knowledge of inventory, enabling more efficient customer service

QUICKRENT CARS – Chester

Customer Support Agent, *Apr 20XX–Oct 20XX*

- Provided high-quality customer service in a busy rental office environment
- Assisted in vehicle check-in and check-out processes, documenting any additional damage accurately
- Enhanced the customer return experience, reducing wait times by 25%
- Responded to customer inquiries via phone and email, ensuring clarity and quick resolution
- Managed and updated customer profiles in the rental system, securing data integrity
- Participated in weekly team meetings to discuss targets and customer feedback, fostering a team-oriented environment

EDUCATION

Manchester College

- Diploma in Sales and Marketing

Manchester, 20XX

Wordsworth Road Secondary School

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

Rochdale, 20XX-20XX

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

ADDITIONAL SKILLS

- Customer service excellence
- Sales proficiency
- Effective communication
- Problem solving
- Team collaboration
- Continuous improvement
- GDPR compliance
- Data control and audit
- Flexible working
- Personalised service

HOBBIES & INTERESTS

- Travelling
- Exercising
- Participating in team sports