

ENTRY-LEVEL CUSTOMER SERVICE CV

BY CV GENIUS

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personal statement

Energetic and motivated entry-level Customer Service Advisor with practical experience in customer engagement through voluntary roles and work placements. Skilled in both telephone and face-to-face communication, eager to leverage these abilities in a dynamic environment at EE. Ready to contribute positively to customer satisfaction by resolving queries and recommending suitable services.

work experience

Sept 20XX – Present

VOLUNTEER

Oxfam Bookshop, Newcastle-upon-Tyne

- Engage with customers daily, providing guidance and resolving enquiries to enhance their shopping experience
- Handle telephone queries effectively, maintaining a polite and helpful manner
- Train new volunteers in customer service procedures, improving the overall team's efficiency by 15%
- Process sales transactions at the checkout, demonstrating accuracy and efficiency

June 20XX – Aug 20XX

CUSTOMER SUPPORT (WORK PLACEMENT)

Currys, Newcastle-upon-Tyne

- Supported customers in identifying product features, resulting in a 20% increase in customer satisfaction during the placement
- Assisted in the set-up and demonstration of mobile devices, gaining hands-on experience with the latest technology
- Helped manage customer complaints, learning valuable problem-solving techniques
- Assisted customers with technical issues, offering troubleshooting tips and guidance on product use

education

20XX–20XX

ST GEORGE'S ACADEMY

- A-Levels: Business Studies (A), English Language (B), ICT (B)
- 10 GCSEs Grades 9–4, including Maths, English, and ICT

key skills

- Customer interaction
- Telephone etiquette
- Problem solving
- Service recommendation
- Patience
- Initiative
- Marketing awareness
- Digital literacy
- Complaint handling

additional skills

- Time management skills
- Empathy
- Communication skills

hobbies

- Volunteering
- Technology
- Reading
- Cycling