

# John Smith

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## SUMMARY

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Conscientious, Personable CSM with 3+ years in customer service management and an additional 2 years as a customer support representative. 2017 Atlanta Manager of the Year award recipient and APPA Customer Service Management Certificate holder. Seeking to utilize waste reduction strategies (50% decrease in 2 years) to become the next customer service manager at Big's Box Store

## EDUCATION

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**University of Georgia** **Aug '10– May '14**  
Bachelor of Science in Retail Management – GPA: 3.81

## EXPERIENCE

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**Serta Simmons Bedding, Customer Service Manager** **Atlanta, GA** **May '17-Present**

- Manage and update customer loyalty program.
- Implement waste reduction strategy, reducing waste by 60% over 2 years.
- Reduced customer service staff turnover by 50%.

**Home Depot, Customer Service Representative** **Atlanta, GA** **Sept '15 -Apr '16**

- Assist store guests with all client concerns, including replacements, refunds, returns, and service warranties.
- Fulfill and exceed customer satisfaction goals in a consistent manner.
- Help train new customer service associates after hiring and during seasonal upswing.
- Earn "Friendliest Customer Service Agent" award for '15 - '16

## SKILLS

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Complaint Resolution, Effective Communication, Teambuilding & Training, Cost Reduction & Waste Elimination, Patience & Empathy, Ability to Keep Calm in Stressful Situations, Problem Solving

## Certifications

2018 Customer Service Management Certificate-American Public Power Association

## Awards

2019 Serta Simmons Atlanta Manager of the Year  
2016 Home Depot Friendliest Customer Service Agent

## Memberships

National Customer Service Association (NCSA)  
The Institute of Customer Service (ICS)  
The Association of Support Professionals (ASP)