

# Alex Morgan

## Customer Service Representative

alex.morgan@example.com • Toronto, ON

## PROFESSIONAL SUMMARY

Fictional example: the person, employers and school are invented. Customer service representative with experience in retail and contact-centre teams. Handles escalations calmly, trains new hires, and keeps accounts accurate during busy periods.

## WORK EXPERIENCE

### Senior Customer Service Representative

Mar 2022 - Present

Northbridge Retail Group - Toronto, ON

- Resolve about 60 billing and delivery cases a day across phone, email and chat
- Train new representatives on the order system and the refund policy
- Rewrote the top ten response templates with the team lead

### Customer Service Representative

Jun 2019 - Feb 2022

Lakeside Home Supply - Toronto, ON

- Covered the returns desk and the phone queue on weekends
- Reconciled the daily till and flagged pricing errors before close

### Sales Associate

May 2017 - May 2019

Maple Grove Pharmacy - Toronto, ON

- Served walk-in customers and handled returns at the front counter
- Kept shelf labels and weekly promotions accurate across two aisles

## EDUCATION

### Diploma, Business Administration

Sep 2017 - Jun 2019

Ridgeway Community College

## SKILLS

Conflict resolution, CRM software, Order processing, Team training, Scheduling

## CERTIFICATIONS

### Customer Service Fundamentals Certificate

Jun 2019

Ridgeway Community College

## LANGUAGES

English (Native), French (Intermediate)