

CLIENT NAME

CUSTOMER SERVICE AND ADMINISTRATIVE SUPPORT

Torrance, California 12345 ▪ 123.456.7890 ▪ resumesample@email.com

QUALIFICATIONS PROFILE

Multifaceted and performance-focused professional with broad-based experience in providing first-rate customer service and administrative support across diverse fields. Adept at managing and executing challenging tasks in high-volume offices, including assessing each customer's needs; assigning, scheduling, and dispatching appropriate service; monitoring tasks and timelines; and handling a complex and large amount of paperwork. Known for flexibility, critical thinking aptitudes, strong attention to detail, and articulate written and verbal communication skills, combined with a strong capability to interface with professionals of all levels.

CORE COMPETENCIES

Customer Service and Relations ▪ Team Coordination and Communication ▪ Document and Records Maintenance
Conflict Resolution and Decision Making ▪ Workflow Planning and Prioritization ▪ Reports Generation

RELEVANT EXPERIENCE

Company Name, Location

Schedule Coordinator

08/2020–Present

- Oversee the arrangement and coordination of maintenance appointments between clients and technicians to ensure prompt and effective customer service
- Cultivate and strengthen relationships with customers through reactive interaction and efficient scheduling of preventive maintenance or repairs
- Demonstrate expertise in assessing failures or issues to determine the need to dispatch a technician
- Handle the processing and submission of requests for quotes for maintenance or repair service, as well as the preparation and sending of technicians' manifests after the service

Company Name, Location

Records Coordinator

01/2019–08/2020

- Ensured accuracy in maintaining and auditing a variety of office records, which included academic and financial aid files for the campus
- Dealt with processing and ensuring the completeness of all mandatory legal documentations for academic and financial aid

OTHER EXPERIENCE

Company Name, Location

Store Manager | Barista

03/2017–12/2018

Company Name, Location

Mail Sorter

12/2015–03/2017

Company Name, Location

401(k) Specialist

05/2012–12/2015

EDUCATION

Bachelor of Science in Business Administration

College Name, Location