Your Name

317-000-0000  EMAIL@gmail.com

**Education**

**A.A.S. Business Administration | Harrison College**

* Major: Business Administration

**Summary of Skills**

* More than 10 years of customer service experience
* Excellent knowledge of office practices and procedures
* Ability to interpret and research information and solve customer service problems
* Experience interacting effectively with members of the public, co-workers, and managers
* Proven ability to receive cash, balance cash, and receipts and maintain accurate records and documentation

**Experience**

**Shift Manager |Dairy Queen | 09/2017-Current**

* Manage a team of 4-5 crew members
* Interact with customers to provide excellent service
* Train new staff members

**Team Lead | Compass Group | 01/2016-09/2017**

* Oversaw and motivated team of 4-15 associates
* Provided customer service between client and patients
* Professionally answered multi-line telephone

**Hostess | Compass Group | 06/2015-01/2016**

* Delivered patient trays to correct rooms
* Accurately prepared patient meals
* Assisted cooks and kitchen staff with various tasks as needed

**Activities Assistant | Covenant Care | 12/2013-06/2015**

* Oversaw the implementation of daily activities
* Gathered 10-25 residents for nightly events
* Documented each resident’s daily activities

**Customer Service/Cashier | Goodwill of Central Indiana| 06/2011-12/2013**

* Greeted customers when they entered the store
* Scanned barcodes for pricing and stocking purposes
* Assisted customers in their search for special items