




Personal

-  **Address**
489 Strawberry Lane
92111 San Diego, California
-  **Phone number**
555-123-4567
-  **Email**
example@cvmaker.com

Skills

- Customer Service** ● ● ● ● ●
- Written & Oral Communication** ● ● ● ● ●
- Time Management** ● ● ● ● ●
- Microsoft Office Suite** ● ● ● ● ●
- Multitasking** ● ● ● ● ●
- Organization** ● ● ● ● ●

Charismatic and hard-working college student seeking to join the team at Dr. Steven Franklin's dental practice in San Diego as a front desk receptionist. Extremely competent at answering phone calls, email communication, handling customer complaints, conflict resolution, and multitasking. A proven record of working without direct supervision, meeting deadlines, organizing files, cloud-based data entry, and Microsoft Office Suite. Always channels constructive criticism into positive lesson learning, strives to maintain a positive demeanor, along with a welcoming and clean work environment at all times.

Relevant Experience

Administrative Assistant Aug 2020 - Present
[Jackson Hewitt Law Firm, La Jolla, Calif.](#)

Currently serving as an administrative assistant for the Jackson Hewitt Law Firm in La Jolla, California. Actively enrolled at the University of California San Diego, working part-time with a team of exceptionally professional legal clerks, paralegals, and attorneys. Common duties include:

- Answering telephone calls, and customer emails, and directing inquiries to appropriate departments.
- Scheduling deliveries of legal briefs, court documents, and other private files to multiple clients.
- Organizing packaging supplies, counting inventory, and documenting counts in a cloud-based software program.
- Communicating with delivery companies, signing for parcels, and respecting all vendors.

Call Center Customer Support Jun 2019 - Jul 2020
[Lewis, Jackson, and Peet Services, Oceanside, Calif.](#)

My first job was as a call center agent for Lewis, Jackson, and Peet Services in Oceanside, California. Responsible for communicating with customers of 20 different eCommerce businesses. Daily duties and responsibilities include:

- Maintaining a positive demeanor during all customer interactions.
- Resolving conflict and customer dissatisfaction on product quality, shipping issues, and finance charges.
- Following up with the business point of contact on customer orders.
- Provided customer satisfaction reports to supervisors and through the chain of command.

Education

High School Diploma Sep 2016 - Jun 2019
[El Camino High School, Oceanside, California](#)

References

- Rachael Jacobs** Jackson Hewitt Law Firm
[On Request](#)
- Jason McDonald** Lewis, Jackson, and Peet Services
[On Request](#)
- Linda Charleston** El Camino High School
[On Request](#)