Caroline Candidate  
123 Main Street, Greeneville, TN 37744 | carolinecandidate@email.com | 000.123.1234 (H)

**Skills Summary**

**Communication:** Fluently communicate both orally and in writing with clients, associates, and across management levels in both English and Spanish. Proactive in identifying and addressing individuals’ needs and requirements, contributing to consensus by using positive mediation and active listening skills.

**Cooperation and Teamwork:** Work well both as a member and a leader of team projects, ensuring high team morale and work ownership through open dialogues, recognition of successes, creative goal-setting, and skillful conflict resolution. Proactively solicit feedback and analyze criticism to define new directions for personal and team improvement.

**Decision Making and Leadership:** Astutely analyze situations and resources to inform effective decision-making. Willingly assume leadership roles requiring solid organizational and motivational talents.

**Information Technology:** Solid command of Microsoft Office Suite, QuickBooks, and Adobe Creative Cloud.

**Professional Experience**

*Acme United* – Greeneville, TN

**Customer Service Agent**, June 2015 to Present

Provide attentive customer service and support to clients, communicating via telephone and email to address queries and implement solutions to issues. Describe product offerings, assess client needs, and assist with order placement.

* Gathered and analyzed customer feedback to develop new process that reduced trouble ticket response time **by 40%**.
* Earned ten “Employee of the Month” awards over course of tenure.

*Orville’s Merchandise* – Greeneville, TN

**Sales Assistant**, June 2013 to June 2015

Greeted and assisted customers in product selection at historic downtown department store. Merchandised and restocked clothing displays, operated point-of-sale systems, and opened and closed store.

* Created engaging morale- and confidence-building exercises adopted by senior management for training of new hires.
* Led team of five sales assistants tasked with developing innovative sales events that more than doubled daily sales proceeds.

**Education**

*Tusculum University*, Tusculum, TN

Associate of Arts in General Studies

*Graduated Magna cum Laude, Student Orientation Leader*