[FULL NAME]

Customer Service Representative | Omnichannel · CRM · Resolution

[City, Country] | [Phone] | [Email] | [LinkedIn / Portfolio]

PROFESSIONAL SUMMARY

Customer service representative with [X] years resolving customer issues by phone, chat, and email. Handled [X] contacts per day with [X]% CSAT and [X]% first-contact resolution.

WORK EXPERIENCE

Customer Service Representative | [Company] | [MM/YYYY] – Present

- Handled [X] customer contacts daily with a [X]% CSAT.
- Resolved [X]% of cases at first contact; reduced average handle time by [X]%.
- Trained [X] new agents on [system/process].

EDUCATION

Diploma / B.A. | [Institution] | [Year]

SKILLS

Service: Issue resolution, Complaint handling, Upselling, De-escalation

Tools: Zendesk / Freshdesk, CRM, Live chat, Arabic & English bilingual

CERTIFICATIONS

[Customer service training]

KEYWORD CHECKLIST (DELETE BEFORE SENDING)

Use the exact wording from the job post where true for you: customer support, CSAT, first-contact resolution, CRM, complaint handling, live chat, SLA, bilingual.