

# YOUR NAME

Phone Number  
Email

Address  
City, State, Zip

## OBJECTIVE

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To obtain a job as a customer services representative where I can utilize my management skills and customer satisfaction training.

## SKILLS

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- 100% positive feedback from satisfied customers over 5-year survey period.
- Implemented a floor plan that allowed employees to serve 10 more customers an hour, which greatly increased customer recommendations and referrals.
- Proficient at multi-tasking. Able to answer phones, take notes and treat customers with attentive respect under stress.
- Fluent in Spanish and English
- Competent with Windows, Mac and Linux. Knowledgeable of Microsoft Office and QuickBooks.

## EXPERIENCE

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### **Restaurant Manager** 2006 - 2012

- “La Roux Restaurant” in Minneapolis, MN
- Awarded “Employee of the Month” five times
- Responsible for customer service, filing and bookkeeping
- Trained and scheduled employees

### **Head Waiter** 2004 - 2006

- “The Sweet and Sour Duck” in St. Paul, MN
- Addressed customer questions and complaints
- Coordinated employee stations so as to minimize delays and long waits
- Personally attended 10 – 15 tables at a time

### **Hostess** 2000 - 2002

- “Eats and Sweets” in Anoka, MN
- Assigned and organized reservations
- Greeted and seated customers

## EDUCATION

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**University of Minnesota** June 2002

- B.A. in Psychology