



COLOR

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OLIVIA SMITH

Sydney, NSW 2000 | (02) 9676 5123 | osmith@samplemail.com

Professional Summary

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

Skills

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

Work History

Customer Service Representative - Sydney Coffee Wholesalers - Sydney, NSW

- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards programme to give back to the community, effectively donating \$5000 annually.
- Created four new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requesting service cancellations.

Recruitment

- Recruitment** - Ace Medical Practice - Sydney, NSW
- Welcomed approximately 50 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, compiled and filed spreads of 65 documents each day.
- Kept reception area clean and neat to give visitors a positive first impression of the practice.
- Maintained premises security, screened visitors, updated logs and issued passes.

Education

Accounting
Sydney University - Sydney, NSW

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EDUCATION

2016
Accounting
Sydney University, Sydney, NSW

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osmith@samplemail.com | (02) 9676 5123
Sydney, NSW 2000

PROFESSIONAL SUMMARY

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EDUCATION

Sydney University - Sydney, NSW
Accounting

2016

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SYDNEY, NSW 2000
(02) 9676 5123 | osmith@samplemail.com

PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

SYDNEY COFFEE WHOLESALERS

- Customer Service Representative** / Sydney Coffee Wholesalers - Sydney, NSW / 01/2019 - Current
- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards programme to give back to the community, effectively donating \$5000 annually.
- Created four new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requesting service cancellations.

ACE MEDICAL PRACTICE

- Recruitment** / Sydney, NSW / 01/2019 - 01/2019
- Welcomed approximately 50 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, compiled and filed upwards of 65 documents each day.
- Kept reception area clean and neat to give visitors a positive first impression of the practice.
- Maintained premises security, screened visitors, updated logs and issued passes.

EDUCATION

Accounting
Sydney University
Sydney, NSW - 2016

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OLIVIA SMITH

(02) 9676 5123 | osmith@samplemail.com | Sydney, NSW 2000

PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

Customer Service Representative / Sydney Coffee Wholesalers

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- Prepared, compiled and filed spreads of 65 documents each day.
- Kept reception area clean and neat to give visitors a positive first impression of the practice.
- Maintained premises security, screened visitors, updated logs and issued passes.

EDUCATION

2016
Accounting
Sydney University

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OLIVIA SMITH

Sydney, NSW 2000 | (02) 9674 5232 | smith@oliviasmith.com.au

PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- **Core proficiencies**
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

OLIVIA'S CURRENT

Customer Service Representative | Sydney Coffee Wholesalers | Sydney, NSW

- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards programme to give back to the community, effectively donating \$5000 annually.
- Created four new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requesting service cancellations.

OLIVIA'S PREVIOUS

Receptionist | Ace Medical Practice | Sydney, NSW

- Welcomed approximately 50 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, compiled and filed upwards of 65 documents each day.
- High reception area clean and neat to give visitors a positive first impression of the practice.
- Maintained seamless customer, screened visitors, updated logs and issued passes.

EDUCATION

OLIA
Accounting
Sydney University, Sydney, NSW



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smitth@companymail.com

(02) 9876 5432

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Sydney, NSW 2000

EDUCATION

Western Sydney University, Sydney, NSW, 2016

PROFESSIONAL SUMMARY

Relational Customer Service Representative committed to providing high quality service for smarter guest experiences. Proactive, infectious personality with excellent interpersonal and relationship building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking

- Outstanding verbal and written communication
- Conflict resolution
- Strategic sales knowledge

WORK HISTORY

10/2018 - Current

Sydney Coffee Wholesaler - Customer Service Representative, Sydney, NSW

- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards program to give back to the community, effectively donating 1000t annually.
- Created new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requiring service cancellations.

10/2017 - 01/2019

Star Medical Practice - Receptionist, Sydney, NSW

- Welcomed approximately 10 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, completed and filed upwards of 10 documents each day.
- kept reception area clean and neat to give visitors a positive first impression of the practice.
- Welcomed premises security, screened visitors, updated logs and issued passes.

COLOR



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Olivia Smith

Sydney, NSW 2000 | (02) 9676 5323 | osmith@samplemail.com

PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE | Sydney, NSW | 01/2019 to CURRENT

Sydney Coffee Wholesalers - Sydney, NSW

- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards programme to give back to the community, effectively donating \$5000 annually.
- Created four new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requesting service cancellations.

RECEPTIONIST | 01/2018 to 01/2019

Ace Medical Practice - Sydney, NSW

- Welcomed approximately 50 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, compiled and filed upwards of 45 documents each day.
- Kept reception area clean and neat to give visitors a positive first impression of the practice.
- Monitored premises security, screened visitors, updated logs and issued passes.

EDUCATION

Accounting, 2016

Sydney University, Sydney, NSW

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OLIVIA SMITH

o.smith@samplemail.com

(02) 9676 5323

Sydney, NSW 2000

PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

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EDUCATION

Sydney University

Accounting, 2016

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Accounting

Sydney University - Sydney, NSW

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SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Relationship building
- Extremely organised
- Complaint resolution
- Sales expertise
- Strategic sales knowledge

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE | 01/2019 to Current

Sydney Coffee Wholesalers - Sydney, NSW

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