

Sample CV

Curriculum Vitae

Susie Smith

Address: 444 Rainbow Lane, Auckland
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(09) 333 333 (wk)
(025) 222 2222
Email : susie_s@email.co.nz

Skills Summary:

- ◆ Extensive experience in customer service in a call centre environment. Ability to leave the client with a positive impression of the company.
- ◆ Strong organisational skills and the ability to work under pressure.
- ◆ Carries out all tasks efficiently, even when unsupervised.
- ◆ A team player who gets along well with others.
- ◆ Thrives on a challenge; keen to learn new systems and skills.

Employment Experience:

ABC CORPORATION **2008-2013**
Client Services Representative

Key Result Areas:

- ◆ Respond to an average of 100 telephone customer queries per day
- ◆ Maintain a thorough understanding of accounts and reconciling statements
- ◆ Input data and updates files
- ◆ Assist in co-coordinating statistical information for reports.

Achievements:

- ◆ Named 'Employee of the Month' in December 1999.
- ◆ Successfully completed 'Handling Difficult Customers' training course.
- ◆ Assisted in the training of new employees in systems and customer service skills.

TELECOM **2001 - 2008**
Accounts Clerk

Key Result Areas:

- ◆ Assist clients in queries regarding accounts and payment of bills.
- ◆ Liaise with credit office daily regarding outstanding accounts.
- ◆ Contributed to the successful transfer from a manual to computerised system.

Achievements:

- ◆ Designed a training manual for the new programme.

Volunteer Experience:

- ◆ Coach Under 10 Netball Team **2004 - 2009**
- ◆ Assistant Brownie Leader **2003 - 2005**

Education/Training:

In House Training with ABC Corporation:

- ◆ Effective Time Management **2010**
- ◆ St Johns First Aid **2010**
- ◆ Communicating Effectively **2009**
- ◆ Handling Difficult Customers **2009**

Auckland Girls Grammar

- ◆ School Certificate in 5 subjects

Interests:

- ◆ Sports
- ◆ Gardening
- ◆ Bush Tramping

Referees available on request

OR

Referees for Susie Smith

Mrs Harriet Happy
(Former Manager at ABC Corporation)
Telephone: (09) 555 5555

Miss Polly Positive
(Client from ABC Corporation)
Telephone: (09) 666 6666