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| Tricia Graenemon  123 Anywhere Lane Two Ville, CA 95423  777-555-3333 tgraenemon@email.com  **Objective**  To get a challenging job as a Customer Service Manager so that I can learn more and excel in my career.  **Education**  1999 - B.A. with a major in Communications and a minor in Spanish, University of California, Two Ville, California; GPA 3.6; President of Spanish Club in 1998  **Experience**  **Green Clothiers of Northern California, Two Ville, CA**  **Customer Service Manager** • 5/23/2003 - Present  • Recruited, trained and managed 15-member team  • Ensured continuous delivery of outstanding customer service  • Redesigned, developed and implemented employee training program which increased sales revenues  • Assisted customers when and where needed |  |
| **Fine Sports Wear International, Two Ville, CA**  **Customer Service Manager** • 3/2/2001 - 5/13/2003  • Recruited, trained and managed 35-member team  • Ensured continuous delivery of outstanding customer service  • Designed, developed and implemented employee training program which increased sales revenues  • Assisted customers when and where needed  • Exceeded annual goals in key metrics including profit, sales, employee retention and customer service  **Customer Service Representative** • 7/12/1997 - 2/29/2003  • Assisted with customer sales of women’s and children’s sportswear  • Awarded Salesperson of the Year in 1999 and 2002 for exceeding set sales productivity  • Trained 14 new representatives functioning as lead trainer, providing ongoing guidance and constructive feedback  • Achieved lowest returns percentage than all other coworkers  **Hobbies**  Skiing, hiking, cooking, Karate, playing with my two cats and shopping! |