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| Tricia Graenemon123 Anywhere Lane Two Ville, CA 95423777-555-3333 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! |