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# Customer Service Resume For Freshers

[Your Full Name] [Your Address] [City, State, Zip Code] [Your Email] [Your Phone Number] LinkedIn: [Your LinkedIn] | GitHub: [Your GitHub]

## Objective

Recent graduate with a Bachelor of Arts in Communication, eager to leverage academic knowledge and internship experience to effectively fill the customer service representative role in your company. A dedicated worker aiming to help achieve company goals and take on more responsibility as quickly as possible.

## Education

### Bachelor of Arts in Communication

[University Name], [City, State]

Month Year - Month Year

- Graduated with a 3.5 GPA
- Relevant Courses: Interpersonal Communication, Professional Writing, Public Speaking

## Internship Experience

### Customer Service Intern

[Company Name], [City, State]

Month Year - Month Year

- Assisted in handling customer inquiries via phone and email, achieving a 95% customer satisfaction rate.
- Supported a team of senior customer service representatives in managing client accounts.
- Helped implement a new CRM system that improved the tracking of customer interactions.

## Projects

### Senior Project: Customer Feedback Analysis

[University Name]

- Developed a survey that collected customer feedback to understand satisfaction levels.
- Analyzed results using SPSS to recommend improvements in customer service processes.

## Skills

- **Communication:** Excellent written and verbal communication skills.
- **Technical:** Proficient in Microsoft Office Suite, CRM software (Salesforce, Zendesk).
- **Interpersonal Skills:** Strong ability to empathize with customers and resolve conflicts.

## Certifications

- **Customer Service Certification**  
[Institute Name], Month Year

## Languages

- English (Native)

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- Spanish (Conversational)