

Customer Service Resume Example

Tom Hanks

Address : Jalan Ir. Sutami. Surakarta. Central Java

Phone : 081232909470

Email : tigatigapuluh@gmail.com

Current Job : Customer Service Representative at XL Axiata

Objective:

To achieve of higher level career in a Customer Service field at the biggest cellular provider in Indonesia, and one of the biggest cellular provider in Southeast Asia, and to find a new way in self-enrichment of my professional life.

Strengths

1. Highly motivated of customer care and relations, with more than ten years experiences in this sort of business.
2. Result oriented with a reasonable approach
3. Strong interpersonal skill with ability of sensing the various people with different background and many kinds of emotion.
4. Hold TOEFL Certificate with score 550.
5. Excellent in speaking in English
6. Good at operating computer; Word, Power Point, Excel, and others.
7. Mastering Dutch as a third language after Bahasa Indonesia and English
8. Able to face a demonic situation and it into an icy calm situation
9. Great in giving and constructing presentation if needed
10. Can work either individual or team player.
11. Love talking and sharing with people so that they feel comfortable

Work Experiences

Customer Service at XL Axiata, 2012-Present

Responsibility

- Provide detail and accurate information about the products to customer
- Handling customer's complain and provide any solution needed based on the customer's complain
- Achieve the target management by doing SOP
- Providing data customer in the form of slide show and present it in the weekly meeting
- Finding the prospective customer from many sources then to be followed up by the sales person
- Maintain communication with the customer and regularly ask their satisfaction about the product, and ask them if they get any problem or complain.

Waiter, 2010-2012

Pizza Hut Surakarta

- Deliver pizza to customer at the spot
- Deliver pizza to customer's house
- Cook pizza based on customer's order
- Explain to customer the menu and its detail

Sales Counter, 2006-2010

Indo Cellular Shop Surakarta

- Provide an excellent service about cellular phone to customer
- Explain any detail and benefit of cellular phone to customer
- Conduct exhibition in department store in order to meet target marketing
- Handling complain from the customer about the cellular phone
- Take care of customer who want to claim their phone guarantee.

Education

SMA 5 Surakarta 2002-2005

Course

- Dutch Language Course
- Computer Course
- General English Training
- Pizza Hut Chef Training
- Vivo and Oppo product knowledge Training
- Customer Service Training
- Public Speaking Training

Personal Information

- Married with one children
- Date Birth: 5/09/87
- Interest: military stuff, history, social issue, classic culinary, science fiction novel, martial art.