

**Jane Sample**

San Mateo, CA

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**OBJECTIVE:** Customer service representative or related position

**SUMMARY**

- 3 years of customer service experience
- Excellent computer skills: MS Word, MS Excel, Quickbooks, social networking tools (Twitter, Instagram, LinkedIn)
- Experience building teams and working with diverse customers
- Bilingual in English and Spanish
- Reputation among supervisor and coworkers for being patient, calmly handling stressful situations, and working collaboratively with others

**EDUCATION**

**AA Business Administration** (in progress)

2017-present

College of San Mateo, San Mateo, CA

*Coursework includes:* Financial Accounting, Managerial Accounting, Public Speaking, Interpersonal Communication

GPA: 3.4/4.0

**Certificate of Completion Quality Planning and Improvement**

Western Career College, Pleasant Hill, CA

**EXPERIENCE**

**Office Assistant/Customer Service Representative**

2015- Present

Club Fitness, San Francisco, CA

*One of the fastest growing health clubs in the USA. Currently employed in corporate headquarters for the western division*

- Assisted the regional manager with overseeing customer service for 5 locations
- Provided in-person and over the phone customer service to 20-40 clients per day
- Developed customer service training materials in English and Spanish. Materials were used to train over 50 staff
- Led 10 junior management training seminars for groups of 20-30 employees
- Developed online customer service training materials, which received an over 95% satisfaction rating on staff surveys

**Administration Intern**

2014

Centers for Medicare & Medicaid Services, Oakland, CA

*Federal agency that administers health care insurance to over 55 million Americans*

- Provided administrative support to the area program manager
- Served as intern team leader for 4 domestic assignments
- Handled cross-country travel arrangements for a staff of 25
- Developed and implemented a multi-part communications initiative, which involved leading participants from 32 non-profit partners

**MEMBERSHIPS & COMMUNITY SERVICE**

- Member, U.S. Youth Chamber of Commerce
- Volunteer, Volunteers of America Action Team