**Optimize your resume to get more job interviews**

This free resume template will help you write an ATS-friendly resume. But how do you know what the hiring manager is looking for? What skills and experience should you list to show you’re the best candidate?

**[Jobscan’s resume scanner](https://www.jobscan.co/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link) helps you optimize your resume for each job listing so that your application is more attractive to recruiters and hiring managers.**

An optimized resume leads to more responses, more interviews, and more offers for the jobs you *really* want.

*“Honestly, it was like the floodgates opened. Within a week…I was absolutely flooded with contacts and people reaching out.” [Kelly, South Carolina, Jobscan User](https://www.jobscan.co/blog/kelly-built-a-network-and-landed-a-job-in-a-new-city-using-jobscans-linkedin-optimization/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

*”It’s the greatest tool that I have seen when it comes to searching for jobs.” [Mark Stark, Career Success Coach](https://www.jobscan.co/blog/why-this-career-coach-uses-jobscan/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

*“We’re seeing easily 30% or more increase in calls from recruiters when our students use Jobscan to tailor their resumes.” [Jeffrey Stubbs, Director, Baylor University Career Center](https://www.jobscan.co/blog/jobscan-case-study-baylor-university/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link)*

It’s frustrating to apply for dozens of jobs and not get any interviews. Use [Jobscan](https://www.jobscan.co/?utm_medium=referral&utm_source=resume-examples&utm_campaign=all-examples&utm_content=internal-link) to optimize your resume, cover letter, and LinkedIn profile.

**90% of Jobscan Premium users landed an interview.**

Jobscan users have been hired by:

Logo

Description automatically generated with medium confidenceLogo

Description automatically generated with medium confidence

Logo

Description automatically generated

**ANTHONY MACEY**

Cleveland, OH 45840 • (555) 555-1234 • anthony-macey@email.com • linkedin.com/in/a-macey

**CUSTOMER SERVICE REPRESENTATIVE**

Energetic and performance-driven Customer Service Representative with 4 years of experience improving customer satisfaction, and successfully defusing the toughest clients. Excellent communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions.

Customer Service |Marketing & Sales |Training & Development |Conflict Resolution|Performance Improvement Strategies |Communication | Marketing Data Analysis | Active Listening | Customer Relationship Management | Customer Retention | Event Planning & Execution

**WORK EXPERIENCE**

**Big Cell Communication, Cleveland, OH • Customer Representative (02/2018 - Present)**

Created best-in-class service for customers utilizing America’s most reliable network.

* Managed 45+ calls per day and addressed billing inquiries from escalated customers to retain 20+ customers a month.
* Reviewed product sales orders for accuracy, explained documents, and approved order exceptions; Selected to assist in training new agents.
* Utilized Customer Relationship Management (CRM) software to gather and analyze customer information and facilitate retention campaigns.

**The Dentist’s Dentist, Inc., Columbus, OH • Patient Outreach Coordinator (06/2017 - 02/2018)**

Coordinated patient scheduling for 245 practices in 17 states and 150 dental practices for patients not seeking treatment in 24-36 months.

* Generated 1,500+ calls per week and retained 25% of patients by scheduling appointments.
* Communicated with patients to determine reasons for leaving the practice and to improve patient experience and dental practices processes.

**EDUCATION**

University of Findlay, Findlay, OH • Bachelor of Arts (BA), Communications