**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