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## Customer Care Consultant Resume

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### Job Objective

Seeking a Customer Care Consultant position in a stable company where I can use my skills to benefit the company.

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### Work Experience:

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Customer Care Consultant, August 2005 – Present  
Afni, Visalia, CA

- Answered incoming telephone calls in a prompt, professional and friendly manner.
- Gathered information about the customer to place product and service orders.
- Entered data into computer utilizing various client-software packages.
- Attended training to update system and product knowledge.
- Investigated and updated activities on customer account.

Customer Care Consultant, May 2000 – July 2005  
Orange Tree Employment Screening, Visalia, CA

- Responded and resolved questions and needs of customers in a timely, professional and courteous manner.
  - Developed relationships with clients through individual and telephonic conversation.
  - Evaluated performance and ensured that customer business needs were being met.
  - Provide client retention and satisfaction.
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### Summary of Qualifications:

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- Extensive experience in customer care service
  - Skilled at using phone system; navigate multiple computer applications and data entry systems
  - Amazing ability to meet typing and accuracy requirements set by the client
  - Outstanding ability to speak with proper grammar and accent easily understood by the customer
  - Ability to make decisions and solve problems
  - Ability to type a minimum of 35 words per minute
  - Proficient in Microsoft Office and Internet
  - Positive Attitude and strong interpersonal and listening skills
  - Strong verbal and written communication skills in Spanish and English
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### Education:

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High School Diploma, Central Connecticut State University, Connecticut, CT

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