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## Customer Service Consultant Resume

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### Job Objective

To obtain a Customer Service Consultant position and contribute to the success and reputation of the company.

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### Work Experience:

Customer Service Consultant, August 2005 – Present  
PNC Bank NA, Salem, MA

- Researched and resolved borrower's problems and communicated results.
  - Interacted with internal and external service partners.
  - Troubleshoot borrower issues and suggested alternative solutions and services.
  - Identified and defined value-propositions for products and market segments.
  - Responded to interested customers about specific vehicles.
  - Assisted customers through getting financing and determined the monthly payment budget.
  - Identified incentives to purchase and ensured best possible price.
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### Summary of Qualifications:

- Extensive experience working in call center
  - Ability to effectively deal with all levels of customers in a professional
  - Excellent listening and communication skills
  - Proficient with Word, Excel and other desktop applications
  - Fluent in English, Spanish and French
  - Excellent detail orientated, with the ability to learn and follow policies and procedures correctly
  - Basic computer skills and ability to type at least 50 words per minute
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### Education:

Bachelor of Science in Marketing, Florida International University, Florida, FL

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