
Customer Service Officer Resume

Job Objective

To maximize my skills and training as a Customer Service Officer in well organized organization to help the organization reach its objectives.

Highlights of Qualifications:

- Wide supervisory experience in banking sector
 - Extensive knowledge of banking and financial operations and products
 - Solid knowledge of customer service
 - Strong ability to promote sale of bank products and services
 - Exceptional problem solving ability
 - Exceptional ability to work independently
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Professional Experience:

Customer Service Officer
Finish Line, Dearborn, MI
August 2005 – Present

- Interfaced with customer through telephone, e-mail and face-to face mode
- Responded promptly and accurately to customer inquiries
- Resolved all customer issues in their best interest
- Obtained and evaluated all relevant information to support customer issues
- Ensured customer retention through regular contacts
- Managed and updated customer's accounts efficiently

Customer Service Officer
Thales Communications, Inc, Dearborn, MI
May 2000 – July 2005

- Provided services such as hotel reservations and ground transportation arrangements.
 - Responded to customer requests, inquiries and complaint and resolved all issues.
 - Analyzed company operation frequently for optimum use of resources.
 - Solicited new and additional sales services.
 - Operated office equipment to support service activities.
 - Carried out pricing, order processing and preparing cash reports
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Education:

Bachelor's Degree in Customer Relations
Marine Corps University, Quantico, VA

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