

## Jennifer Smith

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### Objective

Challenging Customer Service position

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### Skills

- Excellent interpersonal skills
- Professional self-starter who works independently
- Responsible and dependable
- Exceptional organizational skills and detail-oriented
- Ability to multi-task and meet deadlines
- Ability to set high standards to achieve consistency and accuracy
- Cognitive and analytic skills in dealing with difficult issues to resolution
- Accurate data entry in the MAS200 System
- Microsoft Word 2007 in Windows 7 environment
- Familiarity with ISO 9001 standards and processes

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### Experience

2/85 to 6/11 ABC Company, Cleveland, Ohio

#### Customer Service Representative

- Receives and processes customer orders received by email, phone, and fax.
  - Enters orders on the MAS200 System and checks orders for accuracy.
  - Distributes production copy of orders to prepare for shipment.
- Responds to and handles customer problems/complaints, including:
  - Pricing issues that need to be addressed and responded to.
  - Acting as a liaison between customer and shipping firms and tracks lost shipments to resolution.
  - Addresses and resolves issues with order discrepancies including:
    - Incorrect pricing
    - Incorrect shipping address
    - Incorrect material sent
    - Customer ordering incorrectly
    - Customer cancels order
- Handles foreign shipments, including bills of lading.

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### Education

High school graduate, Parma Senior High School  
Completed ISO 9001 and Microsoft Word training

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### Outside Activities

- 1988 to present: My customer service skills are also utilized as a volunteer docent at the Cleveland Zoo. Docents engage zoo visitors in informal discussions about the animals, their exhibits, and conservation. This provides a very personal and educational experience for children and adults.

- Other activities include nature, music, reading, and movies.