YOUR FIRST & LAST NAME

(Designation or Title) **CUSTOMER SERVICE PROFESSIONAL**

Street Address (optional), City, Province, PC

phone number   youremail@address.com

SUMMARY OF QUALIFICATIONS

- ✓ This can be bullet point list or paragraph form and may include:
- ✓ Years of experience that match the position
- ✓ Skills that demonstrate you match the requirements of the position
- ✓ This section will change depending on criteria specific to each posting
- ✓ Reorder the bullets or sentences to reflect most important qualifications first
- ✓ Mention requirements such as: schedule availability, travel, relocation, languages, or specific certifications that are in the job posting

RELEVANT SKILLS

Skill Category #1 (Customer Service)

- Read the posting and choose two to three skill categories that you identify are important in this position
- Input your specific skills that match the categories based on your work/life experiences

Skill Category #2 (Sales)

- This structure will bring focus onto your skill strengths
- Add quantifiable results to add impact to your statements

Skill Category #3 (Administration)

- Ensure that your tenses are consistent and language is varied to avoid being repetitive
- Balance the bullet points – up to four descriptive bullets per category

EMPLOYMENT HISTORY

Company Name, location   Month 20XX – Month 20XX
Position or Job Title

Company Name, location   Month 20XX – Month 20XX
Position or Job Title

Company Name, location   Month 20XX – Month 20XX
Position or Job Title

EDUCATION HISTORY

Institution Name, location   completion date
Certificate, Designation, Degree, etc.
   ‣   List significant academic achievements, honours, GPA, etc.

Institution Name, location   completion date
Certificate, Designation, Degree, etc.
   ‣   List significant academic achievements, honours, GPA, etc.

Note: Other headings may be added according to the requirements of the job Remember, one size does not fit all!