**FIRST LAST**

**City, NC | 919.XXX.XXXX | email**

**SUMMARY OF QUALIFICATIONS (SAMPLE)**

10+ years of excellent customer service, administrative, and sales expertise

with an excellent client retention rate that resulted in increased productivity. Friendly, outgoing, and helpful personality. Rewarded for accuracy in data entry, customer service skills, punctuality, and attendance. Skilled at telephone etiquette, communication, resolving conflicts, analyzing information, multitasking and documentation. MS Windows XP, Vista, Excel, Access, PowerPoint, Word, and various multi-line phones.

**EXPERIENCE**

Employer, City, ST 20XX to Present

**Title**

* Describe your accomplishments and responsibilities here, focusing on the ones that are most related to the position you are applying for.

Employer, City, ST 20XX to 20XX

**Title**

Employer, City, ST 20XX to 20XX

**Title**

**EDUCATION**

Degree/Major School, City, ST