

Aisha Khan

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SUMMARY

Dedicated and customer-focused recent graduate with strong communication skills and a passion for helping others. Eager to leverage my background in customer service to contribute effectively as an Entry Level Call Center Agent.

EXPERIENCE

Customer Service Representative

Jun 2022 - Present

Tech Solutions Inc., Los Angeles, CA

- Resolved over 100 customer inquiries weekly, achieving a 95% customer satisfaction rating.
- Implemented a new call tracking system that improved response time by 30%.
- Trained 5 new team members on customer service protocols and software tools.

Sales Associate

May 2020 - May 2022

Retail World, Los Angeles, CA

- Achieved a 20% increase in sales through effective customer engagement and product knowledge.
- Managed cash register operations, maintaining accuracy with 100% compliance.
- Collaborated with management to create promotional displays that resulted in a 15% uptick in foot traffic.

Intern - Customer Relations

Jan 2020 - Apr 2020

Community Help Center, Los Angeles, CA

- Conducted surveys that gathered feedback from over 200 clients, leading to service improvements.
- Assisted in organizing community outreach programs that increased client engagement by 25%.
- Maintained customer database by ensuring all data entry was accurate and up to date.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Los Angeles, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Call Center Software, Microsoft Office Suite, Data Entry

Tools & Frameworks: Zendesk, Salesforce, Google Workspace