**Your Name**

|  |  |  |
| --- | --- | --- |
| emailaddress@domain.com | 0000 000 000 | Suburb, State, Postcode |

**PROFILE SUMMARY**

Type a very brief candidate profile outlining what skills, experience or knowledge you offer e.g. a manager with ten years’ experience in retail operations, supervision, recruiting, training, rostering and payroll. For some great examples of personal summaries, visit:[How to sell yourself in 25 words or less](https://www.seek.com.au/career-advice/article/how-to-sell-yourself-in-25-words-or-less).

**KEY SKILLS AND ABILITIES**

*List* ***key skills and abilities*** *– You can use up to three columns to utilise space but don’t overcrowd this section. Please see the attached example.*

**EMPLOYMENT HISTORY**

* *Only include start and finishing dates, names of employers and job roles in reverse chronological order beginning with your most recent job*
* *Go back a maximum of ten years*
* *Turn duties or responsibilities into skills which can be listed in the* ***key skills and abilities*** *section above*

**EDUCATION**

**Course or qualification** from Institution Name

*Graduated MM/YYYY*

**Course or qualification** from Institution Name

*Graduated MM/YYYY*

**REFEREES**

* *Information required: Minimum of two* ***referees’*** *names, roles, mobile numbers and email addresses*
* *Firstly confirm their agreement to act as a referee before including their details in the resume*

**RESUME TIPS**

* *Minimum font size 11*
* *Single spaced*
* *Use a plain font such as Calibri, Arial, Verdana*
* *Check spelling, punctuation and grammar*
* *Key points accessible in first 6 seconds of reading*

**Sam Mitchell**

|  |  |  |
| --- | --- | --- |
| sam.mitchell759@gmail.com  | 0400 000 000 | Suburb, State, Postcode |

**PROFILE SUMMARY**

A team leader with seven years’ experience in customer service in both a retail and inbound call centre settings. Proven ability to manage customer complaints, supervise staff and meet conflicting deadlines in a fast-paced environment while maintaining a professional manner and accurate records. Set up to work from home with a laptop and headset.

**KEY SKILLS AND ABILITIES**

* High level customer service skills
* Excellent written and verbal communication skills
* Experience working remotely and self-managing workload
* Ability to solve problems, delivering professional and relevant solutions
* Demonstrated ability to manage customer queries, expectations and complaints in a timely manner
* Proficient in multiple computer and telephone systems
* Proactive team management skills
* Positive attitude and ability to quickly learn new skills

**EMPLOYMENT HISTORY**

**Team leader**

Just Jeans – Croydon, Victoria

Oct 2017 – March 2020

**Inbound Customer Service and Sales**

Telstra Call Centre - Melbourne

July 2013 – Oct 2017

**EDUCATION**

**Diploma of Hospitality Management** from William Angliss Institute

Graduated July/2013

**REFEREES**

James Smith - Just Jeans Manager

Mobile: 0411 111 111

Email: j.smith221@gmail.com

Francis Jones - Telstra Call Centre Manager

Mobile: 0422 222 222

Email: fran.jones@telstra.com.au