

Name
Address
Phone Number
[Email](#)

Career Summary (can also be called Career Objective)

(example 1):

Ambitious professional with experience in customer service and administration. Eager to become part of a team where I can further develop my skills and contribute to the overall goals of the organization.

(example 2):

Energetic, dynamic and adaptable Company Director and Site Foreman with an excess of 10 years experience within the construction sector. Seeking a challenging Site Superintendent or Site Manager role in which I can utilize and improve my skills.

(example 3):

An experience Chartered Accountant (CA) with a strong corporate focus and financial discipline with expertise in:.....

Key Skills (can also be called Areas of Expertise)

- Microsoft Word
- Excel
- PowerPoint
- Excellent written and verbal communication skills
- Strong Knowledge of.....

OR

- Detailed understanding of construction, people management, health and safety and project management
- Ability to handle multiple tasks in a fast paced environment
- Proven track record in understanding and matching clients' needs and expectations
- Strong business acumen and customer focus with recognised interpersonal skills
- Verifiable track record for the successful completion of various projects through co-ordinating staff, suppliers and sub-contractors
- Develop strong partnerships and build positive rapport with architects, engineers, local officials, vendors and clients while maintaining costs

EDUCATION

Honours Bachelor of Business Management, IT Tallaght University Ireland (2007-2011)

(put degrees, diplomas, and/or trade certifications here)

PROFESSIONAL DEVELOPMENT

Courses and further relevant certifications

PROFESSIONAL ASSOCIATIONS

If applicable

EMPLOYMENT HISTORY

Sept 2012 – March 2013 BMO Insurance Toronto, Canada
Customer Service Rep

- Acted as the first point of contact for customers
- Interpreted customer requirements and communicated solutions
- Maintained positive relationships with clients and regularly followed-up to ensure their needs were being met
- Recommended products, solutions and services based on customer's needs
- Navigated multiple systems to scan documents, index and log items including cheques and assisted with sorting correspondence

Sept 2011 – Sept 2012 Bank of Montreal Toronto, Canada
Mailroom Associate

- Ensured incoming public inquiries and staff mail was correctly opened, logged, dated stamped, and sorted into traditional categories for distribution to appropriate units and staff
- Sorted mail for distribution
- Maintained listings of present assignments
- Assisted other mail clerks regarding ongoing office moves and misdirected mail
- Identified errors in filing systems
- Coordinated shipping with the use of UPS & ICS software packages

Oct 2005 – Sept 2007 AXA Insurance Ireland Dublin, Ireland
Customer Representative

- Provided value add support to customers through analyzing and providing guidance around additions or changes to their policies to ensure all their customer service needs were met
- Executed and calculated premiums in addition to establishing payment methods in line with company policy and customer expectation
- Developed new business and clients for AXA by seeking out new clients through established and new networks
- Acted as primary point of contact for customer issue escalation and resolution
- Promoted the sale of insurance plans by explaining the features and advantages of various policies

Awards

- Recipient for the Marketing award for new Business Concept

Volunteerism