

## Customer Service Resumes



*As the job title suggests, a customer service job is all about customer service. Therefore it is pretty clear that you should highlight any strengths and past experiences relating to customer service and any interaction you've had with clients and customers. Most employers hiring customer service representatives like to see at least a few years of previous experience, so make sure your work history is well-organized and substantial. Other than that, keep things clear and concise and proofread your resume over and over, perhaps with the help of a friend, to make sure it is absolutely free of errors and looks at professional as possible.*

There are several things to remember when you are applying for a customer service job. You need to have a polished resume that is free of errors. Have someone else read it when you think there aren't any more errors, because often it is hard to see something if you've looked at it several times. If you have someone else take a look at it, they can give you a good idea of things you need to change, resulting in a more polished resume.

Next, be sure to read the requirements of the job that has been posted. Each customer service job is going to be a little bit different from others, so you need to be sure you are structuring your resume in the right way. Remember that by carefully reading the objectives of the job that has been posted, you can discuss the jobs you've had in the past in such a way so that the qualities they are looking for are going to be exemplified. As you talk about your experience, keep the present job that you are seeking in the back of your mind. You will be able to find ways to show how your experience relates back to the jobs you have done in the past – and also how your experience can help you in the job you are currently seeking.

With customer service, experience is crucial. The way you write your resume should show your potential employer how well you would fit the job that is being offered. This can be done through discussion of the jobs that you have previously had and how well you dealt with customer in those jobs. Even if those jobs weren't customer service jobs, you can still talk about them in ways that relate to the customer. Servers, food service, and retail jobs can all be traced back to relations with a customer, and no matter where you worked previously, chances are good that a big part of your job was dealing with the customer. Anything relevant to the position you are seeking should be highlighted.

If you don't feel you have a lot of experience to go off of, focus your resume on schooling, licenses, and any other qualifications you have obtained. If you can make any relationships between the things you have done and working with people directly, be sure to do that. Even clubs and organizations where you've been involved in probably implemented skills that will be useful in the job you're applying for.

Also, remember you will probably be applying for a lot of different customer service jobs. One of the things you can do to keep your resume fresh and exciting is to go over it before you send it to each of the jobs where you are applying. You want to make sure that each time you send out a resume it is a little bit different, being customized to fit the specific positions you're applying for. It is very important for you to focus on the ways you can make your resume different and unique – and the ways you can apply your resume to each of the jobs for which you apply.

Writing a resume can be difficult, but with a little time and effort, you should get a good idea of the types of things you want to put into it. Be sure you have shown yourself in the best light possible and that you are an absolutely perfect fit for the job you are seeking.