

## John Sample

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Denver, CO 20854

303-999-8888

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### EDUCATION

2015      **Customer Service Representative Certification (Online)**  
National Institute of Continuing Education  
Confirming URL: <http://national-certificates.com/99998888-csr.pdf>

Relevant Assessments and Courses Taken:

- |   |   |  |
|---|---|--|
| <input checked="" type="checkbox"/> Customer Service Skills       | <input checked="" type="checkbox"/> Interpersonal Communication | <input checked="" type="checkbox"/> Time and Priority Management |
| <input checked="" type="checkbox"/> Professional Telephone Skills | <input checked="" type="checkbox"/> Workplace Computer Skills   | <input checked="" type="checkbox"/> Workplace Math               |

### RELATED EXPERIENCE

1994 - 2014      **Sales Representative**, Stacy's Department Stores, Denver, CO

- Advised customers on the location, selection, price, and use of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future.
- Processed and received customer payments for goods by cash providing correct change as required.
- Priced items and rotated stock by bringing old stock forward on shelves during quieter times.
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.
- Assisted in working out totals for cash and other takings at the end of each working day and preparing money for bank deposits. Developed a thorough understanding of operating cash registers, automatic ticket issue machines, and other computerized equipment within the store.

1987 - 1991      **Medical Assistant**, Sample Medical Center of Denver, CO

- Scheduled surgeries & pre/post operative care
- Arranged hospital admissions and lab services
- Updated patient files and insurance forms
- Prepared patients for exam and explained procedures
- Organized department, arranged exam rooms, disposed of contaminated supplies & sterilized instruments

1984 - 1986      **Assistant Manager**, Quick Convenience Stores Inc, Denver, CO

- Handled sales, customer service and reconciled cash.

**AWARDS**

2010            Achieved top rank as a Sales Rep in opening credit applications at

**INTERESTS**

- Reading business periodicals, spending time with friends and family.
- Playing amateur women's league tennis

**REFERENCES**

Frank Sample  
Former Co-Worker  
Sample Employer  
999-999-9999

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John Smith  
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