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United States, Los Angeles,
CA

Emily Turner

EDUCATION

Associate Degree in Customer Service Management, Los Angeles Community College, Graduated: May 2018

Certifications

- **Customer Service Certification**, Issued June 2022
- **Certified Office Administrator**, Issued January 2020

Professional Development

- **Office Management Essentials** (Udemy) – March 2022
- **Advanced Customer Service Strategies** (Coursera) – August 2021
- **Handling Difficult Customers** (LinkedIn Learning) – October 2020

SKILLS

Customer Relationship Management	Expert
Calendar Management	Expert
Conflict Resolution	Expert
Communication	Expert
Microsoft Office Suite	Expert
Organization	Expert

AWARDS

Employee of the Month, Amazon, September 2021

Top Performer in Customer Satisfaction, Target, December 2019

Office Assistant

PROFESSIONAL SUMMARY

Customer-focused Office Assistant with experience providing exceptional customer service, managing office operations, and improving team efficiency. Skilled in conflict resolution, CRM software, and building strong client relationships. Proven ability to multitask, adapt to changing environments, and maintain high levels of productivity in fast-paced settings.

EXPERIENCE

Customer Service Office Assistant, Amazon, Los Angeles, CA

June 2020 – Now

- Manage client records in CRM software, ensuring accurate and up-to-date information for seamless service.
- Coordinate appointments, manage office calendars, and ensure timely follow-up on customer-related activities.
- Assist with administrative tasks, such as filing, scheduling meetings, and processing customer orders.
- Resolve customer complaints, handling difficult situations with professionalism and maintaining positive relationships.

Office Assistant, Target Corp., Los Angeles, CA

January 2018 – May 2020

- Supported a team of customer service representatives by assisting in product returns, refunds, and troubleshooting.
- Managed internal and external communications, fostering positive relationships with clients and vendors.
- Played a key role in inventory control, ensuring accurate product tracking and stock levels.