**Sample Student**

Palatine, IL 60067 | 847.555.5555

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**CUSTOMER SERVICE**

Dedicated customer service professional with experience providing exceptional customer support in fast-paced environments. Skilled in resolving complex issues, ensuring customer satisfaction, and maintaining excellent communication with clients and team members. Utilize customer service tools and resources to efficiently address customer concerns and inquiries. Strong organizational and time management skills. Fluent in Spanish and English.

 **EDUCATION**

Harper College, Palatine, IL August 20xx to Present

Pursuing Associate in Arts

**SKILLS**

Microsoft Office: Word, Excel, PowerPoint

Fluent in Spanish and English

**WORK EXPERIENCE**

IKEA, Schaumburg, IL April 20xx to Present

**Sales Associate / Cashier**

* Provide visitors with a positive shopping experience by meeting or exceeding all customer service standards
* Ensure that returns and exchanges are completed accurately and in timely manner
* Collaborate with managers and team members to achieve company goals
* Complete procedures to maintain correct stock levels
* Follow all cashier balancing policies and procedures

**VOLUNTEER EXPERIENCE**

Bridge Youth and Family Services, Palatine, IL April 20xx to December 20xx

**Youth Mentor**

* Provided role modeling and friendship to mentees who benefit from having an additional adult in their life
* Helped mentees develop better social, emotional and academic skills through planned activities, phone and email check-ins and group coaching sessions

**ACTIVITIES**

Harper College, Palatine, IL

**Member**

* Student Government Association September 20xx to Present
* Business & Entrepreneurship Club February 20xx to Present