

## Eduardo Hortiz

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### JOB OBJECTIVE

Customer Service Representative

### HIGHLIGHTS OF QUALIFICATIONS

- ❑ History of representing organizations with professionalism, poise, and integrity.
- ❑ Adept at maintaining a positive atmosphere in the workplace and resolving problems with calm and grace.
- ❑ A hard-working team member who gets along well with everyone.

### PROFESSIONAL EXPERIENCE

- 2003-pres. Henderson Motors Club, Anaheim, CA  
Customer Care Representative
- ❑ Handled member concerns with diplomacy and followed through to ensure resolution.
  - ❑ Recognized by management for superior service to the company.
  - ❑ Trained new customer care reps to appreciate and clearly communicate membership benefits and promotions.
  - ❑ Cultivated excellent long-term relationships with members using a friendly approach to questions and problems.
- 2000-03 Main Street Library, Santa Barbara, CA  
Assistant Librarian
- ❑ Assisted patrons with various levels of technical ability to use the library's public computers.
  - ❑ Showed extreme patience and interest when answering questions and helping patrons from diverse backgrounds.
  - ❑ Received regular, outstanding feedback from Head Librarian.
- 1999-00 Pro Pet Products, Los Angeles, CA  
Marketing Assistant
- ❑ Presented products and addressed questions from prospective customers at trade shows.
  - ❑ Interacted daily with team members to synchronize completion of projects.

### EDUCATION

Ongoing coursework in Intercultural Studies  
Anaheim University, Anaheim, CA

### COMMUNITY SERVICE

- 2001-pres. KidPride, Teen Mentor  
2000-02 Disaster Relief and Prevention, Neighborhood Coordinator

**[Note: This resume was created using author & sponsor Susan Ireland's [Ready-Made Resumes.](#)]**