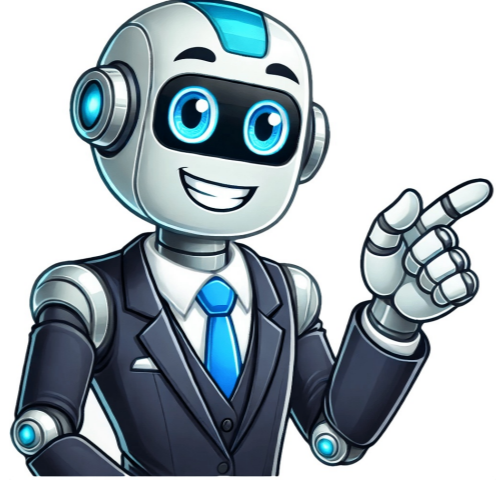


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Examples of customer service resume

Last updated on 04 May 2025 See history of changes 04 May 2025 - 1 new section (Showcase your achievements) added 04 Apr 2025 - 1 new section (Showcase leadership in customer service) added 02 Mar 2025 - 1 new resume template (Customer Service Account Specialist) added Next update scheduled for 18 May 2025 Here's what we see in top customer service resumes. Show Impact With Numbers: The best resumes show impact with numbers. For example: reduced customer complaints by 20%, increased customer satisfaction to 95%, handled 50+ calls per day, and cut waiting time by 30%. Match Skills To The Job: Include skills on your resume that you have and are mentioned on the job description. Some popular ones are CRM software, ticketing systems, data entry, multitasking, and reporting tools. But don't include all of them, choose the ones you have and are mentioned in the JD. Highlight Problem-solving: You should show how you solve problems. Use phrases like resolved customer issues or provided solutions. This shows hiring managers you can handle difficult situations. Need more resume templates? As the face of the organization, the customer service team is instrumental in building and maintaining a business's reputation.To be a successful customer service professional, you must have a wide-ranging skillset—patience, empathy, critical thinking, and detailed knowledge of your company's products or services.With such a tall order, you shouldn't also have to be an expert at building a resume. Our easy resume tips are available at your fingertips! Even better, consider using our LinkedIn resume builder to send an application that aligns with your career history.We've analyzed countless resumes and chosen the 34 best customer service resume samples to help you land your next job in 2025.Furthermore, we'll share our recommendations and advice so you can put your best foot forward on your resume; before you know it, you'll also be ready to tackle your customer service cover letter/or download as PDFEven if you have a lot of information on your resume, it shouldn't feel overwhelming or hard to read. Your goal with your customer service representative resume is to quickly make the case to the hiring manager that they'd be a fool not to invite you for an interview.The best way to do this is by making your points concise and highly relevant to the job to which you're applying. If you include a resume summary, tailor it to the business to which you apply. As a rule of thumb, the more you customize and fine-tune your resume for each job application, the more likely you are to get an interview, or download as PDFAs a customer service representative, you'll be talking to a lot of people face-to-face daily—so your soft skills are super important! The best way to demonstrate how good your interpersonal skills are is to showcase how you've used them to thrive at work.So, instead of simply adding 'Sales' as a skill in your customer service representative resume, use an example of where and how you used said skillset. Try, "Boosted high-end electronic sales by 34% through deep product knowledge and personalized demonstrations."View more customer service representative resumes>or download as PDFWhile your customer success manager resume is bound to emphasize customer service skills, there's power in the numbers, too! A results-focused recruiter will want to see specific quantifiable achievements in your work history.Challenge yourself to prove your impact with metrics.For example, how much time did you save in labor hours? How much did you increase profits for the company? Provide any details that show how quickly you could boost numbers at the next business that's smart enough to hire you. Striking a good balance between hard and soft skills is tricky, but doable—the skills section on your resume can emphasize the soft skills that made those impressive numbers happen in the first place.View more customer success manager resumes>or download as PDFEmbellish your customer service manager resume with a thoughtfully-written career objective. Don't worry though! You can easily tailor it by mentioning the specific job title you're seeking, the company's name, and any position-specific skills you've learned. If these kinds of details paralyze you, take a breath; now, make a resume with one of our free resume templates or Google Docs interactive resumes that already have sections laid out for your objective.Though including a resume objective is optional, we recommend one if you've had a career change, are entry-level, or simply need to effectively fill a little space on your resume. If you choose to add it, make sure it's unique and personalized for every application you submit. That's right. Every single one.View more customer service manager resumes>or download as PDFDid you know that, on average, hiring managers spend six seconds or less reviewing a resume to decide if it warrants a closer look? To get their attention, use a professional resume template that's clean and free of distractions.By using a remote customer service resume template that's clutter-free and spotlights what's really important, you can show a recruiter what they need to see to form a positive opinion of you.View more remote customer service resumes>or download as PDFHave a habit of helping out people at every job you take on? Then this one's right up your alley! Make your customer service call center resume irresistible by highlighting how you've assisted customers throughout your career.It's fine even if you mention them in other unrelated job roles. Just ensure that you clearly state how your assistance helped customers in a particular scenario.If you run out of room in your resume, remember that a cover letter generator can help you expound quickly on the details you care about sharing or download as PDFThe most convincing way to show you're interview-worthy is with a well-written resume that quantifies your impact as a customer service representative.Luckily, customer service is typically a metric-heavy role. From sales to customer reviews to retention, there's a lot of numbers you can draw upon, such as customer satisfaction scores, how many customers you helped, and sales targets you exceeded.Metrics draw the eye of the resume reader and increase the length of time they'll review your customer service specialist resume, which increases your likelihood of getting an interview. Since a hiring manager will, on average, spend six seconds reviewing your resume, hooking their attention quickly is key.View more customer service specialist resumes>or download as PDFAside from your work experience, certifications can play a massive role in positively portraying your skillset to a recruiter.Let's say you have a Certified Customer Service Professional (CCSP) certification on your professional customer service resume—it immediately lets a potential employer know you're well-equipped and ready to provide exceptional customer service>or download as PDFSomething very impressive on a customer service associate resume is when you've gone the extra mile to be certified. Definitely include any licenses or certifications you have in a dedicated "Certifications" section.Our user-friendly resume templates and Google Docs resume templates allow you to quickly add a section just for certificates and licenses.When possible, try to quantify achievements in your previous customer service roles, like improvements in customer satisfaction, decreases in customer wait times, and even the number of customers you assisted each day. For example: "Handled an average of 40+ customer complaints per day with a 93% customer satisfaction rate."View more customer service associate resumes>or download as PDFCreating an outstanding healthcare customer service representative resume is going to take some extensive past work experience. That means generating bullet points for the most recent and relevant customer roles you've worked.Take David's points for example. See how they use multiple skills in their points to show prospective employers that they're well aware of what's trending in the healthcare service industry>or download as PDFEven though it's your interpersonal skills that will have the most as a customer service supervisor, being tech-savvy and having experience with relevant tools can go a long way in boosting your chances of getting hired.If you know your way around a specific CRM or management software, don't miss the opportunity to add it to your customer service supervisor resume and show an employer you're a well-rounded candidate.View more customer service supervisor resumes>or download as PDFEvery insurance company will be looking for a dedicated professional with a proven track record in claims adjustment, sales, and processing. Therefore, craft your insurance customer service resume to present yourself as the perfect fit for the role by highlighting extensive experience as a claims processor.Remember that expertise in communication efficiency, accurate responses align well with the requirements of the role since you will be handling customers, or download as PDFFocus on making your customer service agent resume friendly and approachable, while still demonstrating to the hiring team that you're professional and refined. As long as you're not distracting from the content of your resume, go ahead and get a little creative. Do this by organizing your resume into distinct sections (subheadings are your friend), and use an unexpected pop of color to draw on your personality. Who said your resume has to be boring? Your resume should focus on important skills. Look through the job posting and see if you can find skills that are especially relevant to the customer service job you're applying to. In general, we recommend including six to ten strengths in your skills section. Focus on adding hard skills, like Zendesk, Salesforce, and Microsoft Word.View more customer service agent resumes>or download as PDFWondering how to craft a career-transforming customer resume that seriously wows prospective employers? How about zeroing in on tangible outcomes to back up your skills?This along the lines of " Spearheaded the integration of Freshdesk to streamline client communications, reducing response time by 37%," and "Negotiated service agreements with high-value clients, bringing in \$576,987 in new business". These should be your highlights—front and center of your resume's work experience section. After all, wouldn't you notice a candidate with figures to prove they're a mover and shaker?or download as PDFSenior customer success manager positions are pretty hot tickets, so you better believe you're up against a horde of go-getters fighting for the title. However, with a tailored senior customer success manager resume that cuts above the rest, you could be the one breaking the tape at the finish line, even if it catches you off-guard.Here's the inside scoop: dig into the job ad to get a grasp of what hiring managers are after, whether killer communications skills, a track record of success in customer handling, or knowing your way around the latest industry software (think Salesforce, Slack, and Zendesk). Then, spotlight these proficiencies in your showpiece. See? A piece of cakeloor download as PDFDon't disregard your personal hobbies when applying for a job. Some hobbies, though they might seem irrelevant to you at first glance, can bolster your credibility as a well-rounded candidate.Let's take the poetry writing, portrait sketching, and vector illustration mentioned in this customer service sales resume. They convey that you have a knack for being creative, understanding design, and paying attention to detail—all of which will come in handy in your professional role.View more customer service sales resumes>or download as PDFIf you're dying to have a one-on-one with the hiring manager, then, you must illustrate what you can do for them. One of the slickest ways to do that is by quantifying outcomes in your experienced customer service resume.Phrases like "Managed operations for 18 agents using Zendesk, reducing ticket resolution time by four hours on average," and "Optimized LiveChat use, driving a 36% increase in customer interactions and \$12,680 in incremental sales" are it>or download as PDFYou don't always need a degree in business to succeed in customer service. Other educational milestones such as a bachelor's in computer science work just as fine.Remember, that this field usually only requires a high school diploma so no matter what qualification you have, add it in. Leaving the education section of your customer experience resume blank will only worsen your chances of getting hired>or download as PDFDid you know your customer service coordinator resume can be both stylish and professional?That's right. Your resume doesn't need to look computer-generated to command respect. In fact, using a sprinkle of color can demonstrate your confidence and individuality, making you an even more appealing candidate. Scroll through some recruiter-approved resume examples to get a feel for what might work for your individual style.A word of caution: While more companies are valuing the individuality and flair of applicants, there are times when toned-down colors (like deep navy, slate gray, or hunter green) may be more appropriate. This can be especially true if you're applying to a larger corporate business. Determine what's best by investigating the customer service job description's work culture.View more customer service coordinator resumes>or download as PDFThe potential employer probably wants to see the face of the person about to make a difference in their company, right? Not really. You could dig your grave by adding a photo of yourself in your fast food customer service resume.Unknown to most applicants, hiring bias is not a myth. Recruiters sometimes unknowingly judge a candidate based on their looks instead of just zeroing in on their mad skills. Why not play it safe and keep visuals, such as your image, out of your piece, like Callan does? That way, you focus squarely on what matters: your abilities and achievements in customer service>or download as PDFSteer away from a dull resume template and instead pick an option with a harmonized color and font diversity. You are encouraged to distinguish your header with a color different from the rest of your airline customer service resume.In the same line, use larger fonts to draw the hiring manager's attention to different essential parts of your resume. For example, role titles should be in a larger font and title case format, while terms accentuating your skills, hobbies, contact information, and education should be in uppercase>or download as PDFWhen you're hell-bent on convincing the hiring manager you're the best medical customer service representative in town, an attractive template goes a long way to make your resume pop right off the page from the get-go.Color enhancements look good on a medical customer service resume; they are like a visual shout-out to all the essential components like your header, the university you attended, and former places of work. A heads-up, though: stick with a consistent color palette—after all, you want it to scream professionalism, not an art project gone wild>or download as PDFFor your client service manager resume to stand out, you should demonstrate a proven track record in fostering strong client relationships and delivering exceptional service. Proficiency in utilizing a diverse range of tools and technologies, including Tableau for data driven decisions and Slack for streamlined team communications, is key to give you an edge over your peers.And if you may, add your metrics on improving customer satisfaction to further prove your potential, or download as PDFSkills mastered from junior levels in hospitality or the customer service division can seamlessly translate into a customer service lead role. For example, from the frontline experience as a customer service representative, you might have polished your ability to address customer concerns and queries.Also, a technical support specialist position might have refined your problem-solving skills and technical knowledge, essential for resolving issues beyond the first line of support. A moment or two when your leadership stance shone brightly is a welcome addition to your customer service lead resume>or download as PDFIn the twenty-first century, most hiring managers aren't too straight-laced and are relieved to see you showcase your personality on your customer service advisor resume. Spice things up a bit and try adding some color!Now, that doesn't mean you need to bring the entire color wheel to your resume. Instead, focus on grabbing recruiters' attention by using one or two colors for your section titles. You can start from scratch to find a visually-appealing color, or use a resume template if you're not artistically inclined. Take your resume personalization to the next step by adding a career summary section if you're a total pro in the field with more than a decade of experience. Use this section for some humble bragging and tell hiring managers about your biggest accomplishments over the course of your career. Because if there's any good time to brag, it's on your resume, right?View more customer service advisor resumes>or download as PDFYour entry-level customer service resume should be as personable as you are with your clients; showcase your flair by formatting your resume properly.Choose two tastefully contrasting fonts: one for your section headers, and one for your body text. Leverage white space throughout your resume to give it a clean, easy-on-the-eye, professional feel.We suggest bold (but not garish) colors in the header and titles to draw attention.Is your resume looking anemic? No worries! Say goodbye to excess white space by adding some relevant projects you've worked on. Just make sure they relate to the customer service job description and emphasize your most relevant skills.View more entry-level customer service resumes>or download as PDFWhen you're writing your customer service consultant resume, you may be fretting over just how confining a single page is. Having trouble breaking up with the roles you had in high school? You can save old positions in a separate document, just in case. Just reassure yourself that you can discuss this expertise during an interview.Rather than cramming your work experience down to microscopic font size, try honing in on your most relevant work history. Since you probably have plenty of experience, you may want to consider including a resume summary, which can give a valuable overview of your skills and how they've driven results over the course of your lengthy (10+ years for a summary) career. View more customer service consultant resumes>or download as PDFHiring managers get way more job applicants than they can possibly sort through. To overcome this, they'll spend only six seconds reviewing most resumes. So, how can you get a recruiter to actually read your customer service technician resume?It's surprisingly easy! Using hard numbers throughout your resume makes hiring managers slow down and read more carefully, plus using metrics supercharges your resume clout and indicates that you know your value (literally). Don't be afraid to highlight your hobbies and interests on your resume.But, please, please ensure you can relate them to the job. If you're including a super interesting hobby, a hiring manager is almost certainly going to ask you all about it. You better 1.) actually do that hobby, and 2.) be able to relate that hobby to relevant customer service tech job skills. View more customer service technician resumes>or download as PDFOne way to really make your customer service bank resume shine is to add any past instances of working with a well-known company such as AT&T. Even if it's only a short stint, mention how you went beyond resolving technical issues at a desk by adding your ability to make personalized follow-ups, maintain high-data accuracy rates, and implement any customer feedback provided>or download as PDF"Aah, this one can help us bring home the bacon."Sorry to burst the bubble, but the only thing that will make the potential employer utter these words is laying out your impact in past positions.Sprucing up your customer service officer resume with some numbers is a no-brainer! It's like falling off a log; all you need to do is sprinkle in statements like "Capitalized on Salesforce CRM tools to track customer interactions and sales data, improving customer satisfaction scores to 4.4 out of 5.">or download as PDFAs you craft your bilingual customer support resume, keep in mind the hundreds of metrics you can use to display your impact throughout your work history.For example, you can mention the number of reward program members you signed on, the number of customers you helped per shift, the number of performance-based awards you earned, and the percentage of bilingual clients who specifically returned to you for assistance.Using six to ten specific resume skills is a great way to ensure that your resume is ATS-ready.Pass the automated tracking system filter by peppering your skills section with relevant keywords you've taken the time to mine from the job description.Just be sure the keywords you glean from the job description truly match the skills you possess! Better to be a master of a few talents than have a surface knowledge of many.View more bilingual customer support resumes>or download as PDFDesign your customer service success specialist resume to highlight your evolving expertise in customer relations. Hiring managers in the customer service field often have less than a minute to review your resume, so it's important that you place the most relevant information where they'll see it! Emphasize growth in your career by ordering your work experience in a reverse-chronological resume format, meaning that your most recent experience will be listed at the top of the page. If you want to bring your resume game to the next level, we suggest including quantified metrics (numbers). Why?Including numbers in your work experience bullet points shows the employer that you're great at your job! Ultimately, they're looking for specialists who can perform the job well, and numbers prove that you can, or download as PDFWhenever you've got something impressive in your work history, your resume section should take center stage in your resume!The structure of your retail customer service resume can either help or hurt the flow of the employer's reading experience and affect whether or not you get that interview.We suggest you experiment with an array of resume templates and go for the one that zooms in on your greatest selling points.If you've had plenty of experience working in a retail environment, then go for bulleted list items that allow you to modestly brag a bit about the grand scale of your contributions and successes.Sprinkle in impressive numerical metrics such as team headcounts, sales targets met, and payment processing accuracy percentages whenever possible.Customer service resumes have gone beyond a simple list of experiences and education that prove your worth. Now, they're as varied as the candidates themselves. Before writing a resignation letter and applying for your next job, check out BeamJobs' list of recommendations to make your resume sound professional, look neat, and prove without a doubt that you're the best candidate. We'll cover:Customer service skillsFormatting your customer service resumeQuantifying your previous impactCustomizing your resume for each jobThe skills section of a resume might be short, but it packs a punch. This is where you sell what you're capable of and what you can do. This section is especially important for ATS to keep you in the running, so it's crucial to pay attention to what skills you possess. You should list both hard skills (like Microsoft Office Suite, HubSpot, or HelpDesk) and soft skills (like organization, problem-solving, and interpersonal communication). The best place to find applicable skills would be the job description itself—see what's required for the tasks listed, and then use those tasks to steer you in the right direction. Answer telephone calls and emails promptly in Spanish and EnglishMaintain and extend client base through positive customer interactionExcellent verbal and written skills in both Spanish and EnglishStrong organizational and analytical skills Flexible—must be able to work independently AND with a team dailyBased on the job description, it's clear this company values a bilingual, organized individual who is an effective communicator. These skills (as long as they accurately define you) should serve as the foundation of your skills section. And a word to the wise—don't apply for a job if you can't honestly say you own the skill set required. Bilingual (Spanish and English)Organized Strong verbal and written communication Proven customer success Empathetic Methodical and thorough documentation CRM (HubSpot)Not every customer service job description will look like the one above, so your skills section should reflect the role for which you're applying.Data analysisMetrics-drivenCustomer service reportingSelf-motivatedSocial mediaCreative problem-solverLeaderInquisitiveSalesWhen you open the pages of a book, what's more inviting: dense blocks of text with little color or short paragraphs with headings, indents, and plenty of white space? The latter is easier to read and, thus, more inviting. Your customer service resume needs to follow the same principle since it's your first impression. Make the recruiter's job as easy as possible by being neat, easy to read, and understandable. There are multiple ways to achieve this, but one of the easiest is to put things in reverse-chronological format. This helps recruiters know immediately where you're coming from. (For example, if you recently worked as a customer service representative, you'll have a shorter adjustment period. And even if you were a customer service rep a few years ago, the reverse-chronological order will help recruiters quickly assess your qualifications.)Add bullet pointsBullet points rely on keywords, essential for making your resume ATS-friendly. The condensed structure and repetitive points also relieve eye strain when reading.List the job you're seekingPlace the customer service title beneath your name to make it easier for the recruiter to keep that specific job in mind as they scan your resume. This is especially crucial when a company is hiring for multiple positions.Limit your resume to a single pageThe average time a recruiter spends looking at a resume is six to seven seconds, which means you should only include necessities. Anything else that's relevant can be brought up in the job interview.Decide if you need an objective/summarySome companies see them as antiquated, but others like knowing exactly what you're aiming for. Scan resumes in the job field to see if others include them, and consider reaching out to current employees on LinkedIn for advice.Avoid icons and imagesPrimarily, fancy icons or images may confuse the ATS. Beyond that, leaving them off your resume looks more professional; plus, it leaves room for more important things, like skills or awards.Objectives and summaries are a hot topic for resumes. It's up to you to decide if an objective or summary is needed for your customer service resume. Typically, objectives/summaries are a good idea if you're changing careers, you're an entry-level applicant, or if you want to customize them for each application. Otherwise, it would be best to leave space for other things.The difference between objectives and summaries rests in their purpose and your level of experience. Both are roughly two to three sentences, but an objective describes your interest and qualifications for the job while a summary highlights your past work. If you have limited experience, you should choose an objective to sell why you're the best candidate, but if you're years into customer service, you could include a summary to describe your unique background.No matter if it's a summary or an objective, it should always be concise, informative, and personal; this is your chance to show your personality and skills before the interview, so make it count.When you write your objective, communicate your reason for applying and why you'd make a great candidate. Avoid making it generic, flat, or too casual: College graduate looking for work in the customer service industry to start a life-long career. I'm hardworking, great with people, and skilled with computers.Instead, your objective should be specific, detailed, and unique to both you and the job description. Try something that highlights your skills regardless of your experience level.For those who have 10+ years of experience, a summary is the best way to go. Poor summaries have limited and vague information:I'm a manager who is seeking further professional growth. I'm good at resolving conflicts, handling money, and writing reports: looking for a job that will give me experience and career options.Rather, a summary should be a highlight reel of your accomplishments and expertise. To further showcase your talent, add metrics here, too.This summary is tailored to the position and outlines the candidate's experience and skills while being personable and not too formal. By carefully crafting your objective or summary, you can rise above the competition in just two to three sentences.Leveraging metrics is all about avoiding generality and demonstrating success. Most job description bullets don't describe how successful, friendly, or efficient you were. However, saying, "Assisted 200+ customers weekly with technical questions with a 98% customer satisfaction rate," tells the recruiter the specifics of your talents and abilities. Writing metrics for every single bullet point isn't necessary, but including an estimate when you can is better than staying vague.Customer satisfaction (CSAT) score: The core aspect of customer service is keeping customers happy, so providing high CSAT scores based on your interaction with customers is bound to get recruiters noticing.Net promoter score: Just like the CSAT, this gives an insight into how happy customers are with the company. Employee retention rate: This statistic works well if you're in a management position with a tight-knit group. That means your leadership has a direct effect on how many customer service reps leave or stay.Resolution rate: By showing a percentage of solved cases, you demonstrate your effective problem-solving skills and care for the customer.Customer effort score: This shows how much effort it took to get an issue resolved. Less effort means you're easier to work with and more effective, which is why a low CES score is useful to add to your resume.Customer/employee numbers: Providing the number of teammates, employees, or customers you've helped or served is a great way to show your capability in helping large volumes of people.Now that you know what kind of metrics to include, below are some examples of how you can use them in practice. If you have trouble calculating some of the aforementioned metrics, HelpCrunch or Kustomer have some helpful formulas. Assisted over 250 patrons with technological questions monthly with a consistent 86 CSAT score based on interactionExtended the client base through positive, empathetic communication, resulting in a net promoter score of over 50Led a group of 20 employees through conflict resolution training, and updated onboarding processes that improved employee retention by 23%Just as every company is different, no customer service position is identical. So, why would you submit the same resume for multiple customer service job applications? Tailoring your resume shows you have researched the job and helps corroborate your candidacy.Customize your objective/summaryMention the company by name and what you hope to accomplish. Check the "job details" section of the job description to see what the company hopes to achieve, whether it's boosting customer loyalty or increasing customer satisfaction.Customize your skillsMany customer service jobs require similar skills, but that doesn't mean your skills should stay static. Check the job description's qualifications to scan for skill keywords to use. Keep it under 10 to avoid being excessive.Customize your job description bullet pointsInclude the job description requirements in your resume as much as you can. If the job description says they're looking for someone who will "standardize quality customer service through positive customer interactions," mimic that wording on your resume to describe your past achievements. This helps make your resume ATS-friendly while highlighting your skills.No matter the customer service role you're seeking, there are many ways to write your resume so that it's relevant and unique to every application:While the job title might not be as unique as "customer success manager," that doesn't mean your resume should be generic.All of these are good ways to customize your job description points.Include a concise objective that mentions the company by name, and highlight why you're qualified for the job.Have you assisted large volumes of customers or boosted overall customer numbers? Have you increased efficiency or used specific software discussed in the job description? Customer service representatives work directly with customers, so showcase your ability to advocate for customers and solve targeted issues that yield big changes.Outcomes like increased sales or error reductions are great metrics to include.All customer service professionals must be personable, but representatives are one-on-one, which means it's key to demonstrate compassion and empathy.Highlight skills like empathy, friendliness, and negotiation in your skills section and job description bullets.Include your goals for your interactions with customers, like "established lasting relationships" to draw attention to your interpersonal skills.Customer service managers are leaders, so focus on highlighting your leadership ability through measurable achievements.Use verbs like "directed," "led," or "modeled" to demonstrate productive leadership.Include a summary to showcase the success of your career so far and what you can bring to your new job.Entry-level customer service resumeWhile you might not have job experience, draw on your past experience with clubs, internships, or volunteer efforts. Even if it doesn't feel relevant, look for transferable skills.For example, if you were a lab assistant, you had to be highly organized and a great problem-solver, which would work well in a customer service resume.Stress your ability to work well with people—include any courses, extracurricular projects, or volunteer efforts where you interacted with people consistently. Detail customer service focuses specifically on sales, and it comes with its own challenges. Stress your ability to be flexible, patient, and compassionate.Include past experience where you solved problems, troubleshooted issues, or resolved disagreements.Anything relating to product management would be an excellent addition—think of past jobs that dealt with marketing or sales, especially if you can provide metrics like increased revenue or reaching sales targets.Customer success managers build strong relationships with customers and help them from start to finish. You'll want to highlight your relational abilities and strong organizational skills.CSMs must be able to see trouble coming and steer clear, so include responsibilities where you proactively and positively improved the customer's experience.Resilience and tenacity are two core elements of the customer success journey, so long-term projects and goals are solid additions to prove you're willing to spend the time to get something done right. Bilingual customer support professionals are huge assets to any company as they open up business to new customers and provide more tailored service.Include all languages in which you're fluent in the skills section. Also, make sure to highlight your bilingual (or multilingual) abilities in your objective or summary.Mention how you improved your customer service strategies or practices as this will show you actively make customer experiences better for everyone.CSCs are all about streamlining processes and systems, so your resume should be focused on overall improvement. Find ways to include metrics on improving efficiency and reducing errors.CSCs are also great advocates for both the customer and the company. They see things from both the customer's perspective and the company's, so keep your resume balanced between your advancements for the company and your success with customers.Resumes are your first impression, so it's important you make a good one. By taking the extra time to customize and adjust your customer service resume, you'll catch the eye of hiring managers. With your list of relevant skills, professional formatting, specific job details, and customized additions, your resume is sure to stand out from the competition.Upload your resume to our resume checker to see if your resume meets our AI-powered recommendations. If you're starting from scratch, use the best free resume builder, which allows you to create resumes from the ground up with helpful hints and tools from BeamJobs. If you've made it this far, it's safe to say you're well on your way to crushing your customer service resume! Last updated on 11 May 2025 See history of changes 11 May 2025 - 1 new section (Use strong action verbs) added 13 Apr 2025 - 1 new section (Show leadership growth) added 15 Mar 2025 - 1 new resume template (Customer Experience Strategist) added Next update scheduled for 19 May 2025 Here's what we see in standout customer service resumes. Quantifying Your Impact: Good resumes show impact with numbers. For customer service, include average call handle time, customer satisfaction ratings, response time reductions, and issue resolution rates. Match Your Skills To The Job: Include skills on your resume that you have and are mentioned on the job description. Popular ones are CRM software proficiency, data entry, ticketing systems, live chat handling, and order processing. Adapt To Industry Trends: Show you know the latest in your field. Add phrases like social media support or customer feedback analysis to show you're current. Need more resume templates?