

JAMES CRAWFORD

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Eustis, Florida 32726

SUMMARY

A pro-active, goal-driven Sales Representative and Call Center Supervisor with over 7 years experience in call center sales operations and customer support. Principle strengths include providing quality customer support, handling calls quickly while managing customer expectations, and meeting performance objectives. Fluent in Spanish. Exceptional sales, problem solving, and communications skills with expertise in:

- Customer Service
- Call Center Management
- Supervision
- Microsoft 2003/XP
- Cross Selling
- Sales Team Support
- Process Improvement
- Word, Excel PowerPoint
- Service Support
- Training and Development
- Time Management
- ACT Contact Software

Comment [RB1]: This summary is effective because both the narrative paragraph and the key words can be read within 11 – 20 seconds, the time most hiring managers devote to reading a resume. The first sentences gives the reader specific information about background. Subsequent sentences give information related to the stated experience and tell reader how author works within an organization. The keywords are tied to the position and industry, helping the reader get a picture of the author's specific skills. They are also well laid-out making it easy to read the individual words.