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## William Morrison

100 Broadway Lane, New Parkland, CA 91010

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example-email@example.com

### Professional Summary

High-energy professional with a background in customer service well-suited to the position of Call Center Representative. Friendly and outgoing with a knack for making others feel comfortable and de-escalating tense situations. In-depth understanding of sales techniques gained through academic coursework and work experience.

### Core Qualifications

- Strong Interpersonal Skills
- Sales Know-How
- Customer Service
- Pleasant Phone Voice
- Friendly
- Conflict Resolution

### Work Experience

#### Receptionist California Manufacturing Associates

12/1/2013 - 5/1/2015  
Los Angeles, CA

- Assist customers in choosing purchases and answer questions regarding jewelry pieces.
- Utilize sales techniques such as upselling to entice buyers and to meet sales goals.
- Ring up customer purchases handle cash and credit card transactions.

#### Intern United Marketing

1/1/2015 - 6/1/2015  
New Parkland, CA

- Contributed to marketing plans and sales strategy meetings while learning on the job.
- Communicated with clients took notes reported findings to senior marketing staff.
- Performed miscellaneous duties as assigned.

### Education

#### High School Diploma Crest High School

2015  
New Cityland, CA

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