

JING LI

Customer Service Representative

(212) 555-0987 | jingli@gmail.com | New York, NY | bandana.co/profile/jingli

PROFESSIONAL SUMMARY

Passionate about starting a career in customer service with an ambition to provide excellent service and create positive experiences for customers. While working part-time in a local bookstore and participating in community volunteer events these past 6 months, I have discovered my knack for problem-solving and ability to connect with people, skills that align well with the responsibilities of a Customer Service Representative.

WORK EXPERIENCE

Sales Associate

Local Bookstore, New York · **December 2022 – May 2023**

- Assisted customers with book recommendations based on their interests.
- Handled cashier responsibilities and managed returns.
- Maintained organization and cleanliness of store shelves.

Volunteer

American Red Cross, New York · **January 2023 – Present**

- Assist in organizing community events focused on disaster preparedness.
- Interact with community members, offering information and answering queries.

EDUCATION

High school diploma, Stuyvesant High School

New York, New York

SKILLS / LANGUAGE / CERTIFICATIONS

- *Hard skills:* Cash Handling, POS System Operation, Basic Technical Troubleshooting, Product Knowledge
- *Soft skills:* Communication, Problem Solving, Teamwork, Adaptability, Time Management
- *Language:* English (Fluent), Mandarin Chinese (Fluent)

INTERESTS

Reading, Community Service, Hiking, Learning Spanish

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