James Applicant

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QUALIFICATIONS

Substantial experience and outstanding skills in customer service with seventeen years of experience, including five in management.

* Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients.
* Excellent interpersonal skills; superb analytical and problem-solving skills leveraged to proactively improve customer service processes and garner stellar customer approval scores.

EXPERIENCE

BUSINESS CENTER CONCEPTS, INC., *Houston, Texas*

**INSTALLATION MANAGER** (2018 – present)

Oversee the installation of “The Office,” a business center offered by AlphaNet Hospitality Systems, Inc. at hotels across the country. Installation includes assembling a desk, connecting credit card readers to each component, and connecting each unit to the master. Selected Achievement:

* Provided training to hotel staff and management in use of each component (including Word, Excel, and PowerPoint), and ensured all installation contracts were signed.

ADVANCED TECHNOLOGY COMPONENTS, INC., *Houston, Texas*

**SALES MANAGER** (2008 – 2018)

Managed dozens of public- and private-sector customers, supplying clients with electronic components for military, defense, and aerospace projects. Coordinated the administration of product orders, understood customer needs and guaranteed delivery of company's commitment.

EDUCATION & CERTIFICATIONS

**UNIVERSITY OF NEW MEXICO**, Albuquerque, New Mexico

Bachelor of Arts in Business Administration

 **Certificate**: General Communications Electronic Technician (GCT1)