

Dear Jobseeker,

We would like to express our gratitude for downloading our resume template. We believe that this template will help you create an outstanding resume that will catch the attention of potential employers. We understand how challenging it can be to write a resume, and that's why we're committed to providing you with the best resources to make the process easier.

We have curated a list of additional resume writing resources for you. Please check out the following links to get started:

-[Resume Builder](https://www.myperfectresume.com/resume/builder?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates): Our easy-to-use resume builder allows you to create a professional-looking resume in minutes, without any design skills required. Add pre-written, job-specific content written by experts to target your resume to the role to which you’re applying.

-[Resume Templates](https://www.myperfectresume.com/resume/templates?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates): Choose from our collection of professionally designed resume templates to make your resume stand out. Our templates are designed with applicant tracking systems in mind. This means that, no matter what role you apply for, the resume filtering software they use will be able to read your resume (and not automatically rejected).

-[Resume Examples](https://www.myperfectresume.com/resume/examples?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates): Browse our collection of resume samples to get inspiration for your own resume. We have examples for many industries and job positions, written by our resume writing experts, to show how professionals in your industry highlight their skills, achievements, and experience.

-[How to Write a Resume](https://www.myperfectresume.com/career-center/resumes/how-to/write?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates): Our comprehensive guide covers everything you need to know about writing a successful resume, from choosing the right format to highlighting your accomplishments and skills.

-[Resume Formats](https://www.myperfectresume.com/resume/formats?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates): Learn about the different resume formats and choose the one that best suits your career goals and experience.

We hope that these resources will be helpful to you in crafting a compelling and effective resume. If you have any questions or concerns, please don't hesitate to reach out to us.

Thank you again for downloading our resume template. We wish you all the best in your job search.

Sincerely,

The MyPerfectResume Team

**DANNY JIMENEZ**

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**Professional Summary**

In 2-3 sentences, explain why you're the right person for the job. Emphasize top **customer service skills** such as **remaining calm and professional under pressure or stress,** or important traits such as **being people-oriented**. Feature a notable work experience that matches what the potential job needs, such as **resolving customer queries through phone, chat and web tickets,** or **achieving a high level of customer satisfaction**. For more summary writing tips, see [How to Write the Perfect Summary Section](https://www.myperfectresume.com/career-center/resumes/how-to/summary?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates).

**Skills**

| * Review the job posting and pick out key skills (such as **multitasking**).
* Feature skills of your own that match these key skills.
* Your [resume format](https://www.myperfectresume.com/resume/formats?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates) determines how large your skills section is — functional resumes will feature several skill categories, while other formats feature less.
 | * Feature skills that are valuable in your profession, such as **good communication skills, attention to detail, and problem-solving skills.**
* Present a combination of hard skills (skills that you train on) and soft skills (intangible skills).
* For recommendations on top skills and how to use them in your resume, visit our [Best Skills page](https://www.myperfectresume.com/career-center/resumes/how-to/skills?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates).
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**Work History**

**Position** Jun 2018 - Current

Company Company City, Company State

* Work backward, with your current or most recent job first.
* Focus on major responsibilities and work achievements rather than daily tasks.
* **Example: “Resolved all customer problems in 15 minutes or less.”**

**Position** Jun 2015 - May 2018

Company Company City, Company State

* Highlight skills and tasks that relate to the job you're applying to.
* Use action verbs that give your achievements more power (e.g., “**Achieved high customer satisfaction ratings**” instead of “**high customer satisfaction ratings were achieved**”).
* Give your accomplishments more weight by using numbers and metrics (e.g., “**Reduced customer waiting time on the phone lines by 28%**”).

**Position** Jul 2012 - Jun 2015

Company Company City, Company State

* If you're switching career fields, emphasize “transferable skills” that make sense in the new job (for instance, **if you previously worked in a restaurant, highlight your customer service experience if you're seeking a customer service representative job**).
* Unless you're applying to a job that requires extensive experience, limit your work history to the last ten years of your career.
* For more tips on writing the perfect work history section, visit our page [Resume Work History Writing Tips](https://www.myperfectresume.com/career-center/resumes/how-to/work-history?utm_source=template&utm_medium=download&utm_campaign=modern_resume_templates).

**Education**

**Degree Obtained**: **Field of Study**

School Name City And State Where The School Is Located

**Certifications**

**Certification or Additional Training:** Field of Study
**School Name** – City and state where the school is located