

# Eleanor Hodges

## Seasonal Customer Service Representative

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### STRENGTHS

- Adaptability**  
Thrives in fast-changing environments, quickly adjusting strategies to meet customer needs and optimize service delivery.
- Communication Skills**  
Effectively articulates information clearly and respectfully, fostering understanding among diverse customers and teammates.
- Customer Service Excellence**  
Recognized for creating positive customer experiences through attentive service and prompt issue resolution.
- Problem-Solving**  
Adept at identifying and addressing challenges quickly, earning recognition as a reliable resource for co-workers.
- Team Collaboration**  
Enjoys partnering with others, improving workflows and service quality through cooperative efforts and mutual support.

### SKILLS

Customer Service Excellence

Effective Communication

Data Entry and Management

Problem-Solving

Team Collaboration | Flexibility

Time Management

Conflict Resolution | Adaptability

Attention to Detail

Interpersonal Skills

Critical Thinking

Technical Proficiency

### SUMMARY

Dedicated customer service professional with over two years of experience enhancing customer interactions in fast-paced environments. Skilled at assisting customers throughout the rental process, managing inquiries, and ensuring smooth operations at airport locations. Known for maintaining a friendly demeanor while resolving issues efficiently. Adaptable to dynamic situations, committed to providing exceptional service. Possesses hands-on expertise in data entry and effective communication, showcasing strong collaboration with team members for seamless operation. Motivated to create positive experiences and build lasting relationships with customers.

### EXPERIENCE

#### Customer Service Associate

Brightway Car Rentals | June 2025 - Present | Chicago, IL

Facilitates customer interactions by overseeing the rental and return processes, actively assisting clients, entering data using handheld devices, and maintaining operational standards during peak periods.

- Assist customers throughout the rental process, ensuring high-quality assistance from vehicle selection to returns.
- Enter accurate customer data into company systems, utilizing handheld technologies for efficiency.
- Display professionalism at exit gates and during vehicle check-ins, reinforcing a commitment to customer satisfaction.
- Collaborate with colleagues to optimize services during busy hours, addressing challenges swiftly.

#### Customer Support Representative

Green Leaf Services | January 2024 - May 2025 | Peoria, IL

Provided support proactively to clients, handling inquiries and managing data entry tasks while striving for high levels of customer satisfaction.

- Responded promptly to customer inquiries, delivering solutions effectively to enhance overall satisfaction.
- Maintained accuracy in data input for customer records across multiple platforms, contributing to organizational efficiency.
- Upheld a positive brand image while engaging with customers within a busy service environment.
- Received praise from supervisors for consistently demonstrating a strong customer-oriented attitude.

### LEADERSHIP & AWARDS

- Recognition for Exceptional Customer Service, Brightway Car Rentals, 2026
- Employee of the Month (April 2025), Green Leaf Services

### EDUCATION

#### Associate Degree in Business Administration

Springfield Community College | GPA: 3.5 | 2023 | Springfield, IL

**Coursework:** Customer Service Principles, Effective Communication, Data Management, Business Operations

### CERTIFICATIONS

- Customer Service Certification | 2024
- First Aid and CPR Certified | 2025

### TECHNICAL SKILLS

- Data Management Systems:** Handheld Devices, CRM Software, Basic Office Tools

Service Orientation

Professionalism

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Customer Service Associate at Brightway Car Rentals (1 Years)

● Customer Support Representative at Green Leaf Services (1.3 Years)

- **Effective Communication Methods:** Verbal, Non-verbal, Written
- **Customer Interaction Techniques:** Face-to-Face Engagements, Phone Inquiries, Email Correspondence
- **Ticketing Systems:** Reservation Systems, Inventory Tracking Platforms, Customer Feedback Interfaces
- **Collaboration Platforms:** Team Messaging Apps, Video Conferencing Tools, Document Sharing Solutions
- **Performance Tracking Tools:** Feedback Surveys, Productivity Metrics, Operational Dashboards
- **Problem Resolution Strategies:** Active Listening, Empathy, Creative Problem Solving
- **Work Scheduling Software:** Shift Management, Availability Tracking, Team Coordination Tools
- **Customer Experience Platforms:** Survey Implementation, Review Analysis, User Experience Testing
- **Basic Accounting Tools:** Invoicing Systems, Expense Tracking Applications, Financial Reporting Software

## PROFESSIONAL AFFILIATIONS

- Member of the National Association of Customer Service Professionals
- Active participant in local community service initiatives focused on customer engagement

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST