**Your Name**

407-111 Your Street, City, Province Postal Code • 604-555-1234• youremail@address.com

# SUMMARY OF QUALIFICATIONS

* Energetic, customer service oriented professional
* Team player with extensive sales experience
* Demonstrated ability to respond to customer needs
* Strong communication and time management skills
* Proficient with Excel, Word and Electronic Data interchange order entry

# PROFESSIONAL EXPERIENCE

**Computer Programmer** **2016 - 2019**

*Company Name, City, Province or Country (if not Canada)*

* Created, tested, debugged, documented and implemented client-tracking software for Company Name utilizing skills in C# and VB.net
* Worked directly with end-users to maximize efficiencies and user-friendliness
* Employed strong communication skills to “Train the Trainers”
* Maintained existing computer programs by making minor modifications as required

**Customer Service Representative** **1998 - 2008**

*Company Name, City, Province or Country (if not Canada)*

* Answered inquiries from customers in person and on the phone
* Investigated and solved any customer concerns
* Accurately processed financial transactions using computerized cash registers in a fast-paced environment
* Earned “Quality Service” award twice

**VOLUNTEER EXPERIENCE**

**Library Assistant** **2008 - Present**

Library Name, City, Province

* Organize library shelves and restock returned books
* Assist library patrons with the online catalogue system

# EDUCATION

**Project Management Certificate** **2016**

*College Name, City, Province*

**Bachelor of Computer Science** **2008**

*University Name, City, Province*

# *REFERENCES AVAILABLE UPON REQUEST*