

# MARK ROBERTS

CITY, ST ZIP ✦ (123) 456-1700 ✦ YOUREMAIL@EMAIL.COM ✦ LINKEDIN

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## PROFESSIONAL SUMMARY

**PROFESSIONAL VALUE STATEMENT.** Summarize your professional experience. 4-5 lines maximum.

Write your professional value statement that succinctly summarizes your professional experience, qualifications, and skills. Using a summary statement isn't a must, but it can be a great way to set the hiring manager or recruiter's expectations. Include 4-5 lines of information that summarize your work experience and accomplishments with measurable results. Make sure the information you include aligns with the job requirements.

- ▶ **Demonstrated ability to deliver results** with large-scale and cross-functional teams and a track record of converting cost centers into profit centers, revenue growth, and improved customer retention and experience.
- ▶ **A transformative leader** who brings a deep understanding of a customer-centric landscape, business, and consumer service operations, in a hyper-competitive business environment.

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## CORE STRENGTHS

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- ✦ Contact Center Management
- ✦ Data Analytics/KPI
- ✦ Care Technology
- ✦ Cost Reduction
- ✦ Direct-to-Consumer/B2B
- ✦ E-Commerce
- ✦ Social Media Care
- ✦ SaaS
- ✦ Customer Engagement
- ✦ Retention Marketing
- ✦ Revenue Generation
- ✦ Consumer Insights

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## PROFESSIONAL EXPERIENCE

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**COMPANY NAME | CITY, ST | YEAR – YEAR**

**JOB TITLE**

In this section set the background story of your position. Provide a high-level overview of your position and key scope of responsibilities in the role. This background will provide context for your accomplishments.

- When writing your resume remember it's important to provide examples of experiences that align with the key skills and job requirements listed by the employer.
- List up to 10-15 years of relevant work experience on your resume.
- Include responsibilities and experiences that align with the key skills and job requirements listed.
- Be brief and succinct as possible when listing your responsibilities with a maximum of two or three lines.
- Highlight/ quantify your accomplishments/key contributions to show how you contributed and impacted your team/organization.
- Use action verbs as you list day to day responsibilities as well as quantifiable accomplishments.
- EXAMPLE: Created social media and marketing strategies for company brand that grew client base by 65%.
- Negotiated and saved an at-risk client and successfully signed a 5-year deal that generated \$2M.
- Make sure you use Spell check upon completion.

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## EDUCATION

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Johnson County Community College, Electrical Engineering (in progress)

Fanuc Handling tool Operations Certificate

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## TECHNICAL SKILLS

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Microsoft Office (Word, Excel, PowerPoint) Devisenet Allen-Bradley, Powerflex Drive Logix Allen Bradley, Visual Studio