# Maxim Duong

*Customer Service Professional*

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*Layout style: hybrid*

## Summary

Enthusiastic, service‑focused professional with over 12 years of front‑line experience in retail, pharmacy‑adjacent, and public‑service environments. Proven ability to build rapport, resolve inquiries quickly, and operate efficiently under high‑volume, fast‑paced conditions. Recognised for a courteous, “can‑do” attitude, strong written and verbal communication, and solid computer literacy (Microsoft Office, basic CRM). Seeking to translate transferable customer‑service expertise into a Customer Service Representative role at Brady Insurance Group, where a commitment to training, teamwork, and problem‑solving is valued.

## Experience

### Customer Service Associate at HealthPlus Pharmacy

01 Jun 2019 – 01 Apr 2023

San Francisco, CA

* Served an average of 120 customers daily, handling prescriptions, OTC sales, and health‑product inquiries while adhering to privacy guidelines.
* Processed transactions using POS and electronic prescription systems; maintained a cash‑drawer variance of less than 0.2 % over four years.
* Assisted with inventory audits and restocking, reducing out‑of‑stock incidents by 15 % through proactive ordering.
* Trained new hires (2‑3 per quarter) on checkout procedures and customer‑service standards; received “Employee of the Month” twice for consistency and customer satisfaction scores (average CSAT 4.7/5).

### Front Desk & Administrative Assistant at City Library

01 Jan 2017 – 01 May 2019

Oakland, CA

* Managed a busy front desk, greeting up to 200 patrons per day, answering phone calls, and routing queries to appropriate departments.
* Implemented a digital sign‑up system for library events, increasing attendance by 22 % during the first year.
* Handled reservation of meeting rooms, fines processing, and basic bookkeeping using Excel, maintaining 100 % accuracy in monthly financial reports.
* Coordinated community outreach programs, partnering with local schools to deliver reading workshops (15 % rise in youth membership).

### Retail Sales Associate at BigMart Supermarket

01 Aug 2013 – 01 Dec 2016

San Jose, CA

* Operated cash registers, processed over 150 transactions per shift, and performed end‑of‑day cash reconciliation with zero discrepancies.
* Provided product recommendations and assisted customers with special orders, contributing to a 10 % increase in departmental sales.
* Conducted routine shelf‑stocking and merchandising, ensuring compliance with store layout standards.
* Recognised for “Team Player” award for consistently supporting colleagues during peak holiday periods.

### Administrative Intern at Pacific Tech Solutions

01 Jun 2012 – 01 Aug 2012

Palo Alto, CA

* Supported the office manager with scheduling, data entry, and preparation of client proposals using Microsoft PowerPoint.
* Responded to inbound inquiries, directing them to appropriate technical staff, and logged tickets in a basic CRM system.

### Career Gap at Travel & Personal Development

01 Sep 2023 – 01 Jan 2024

* Took a 4‑month sabbatical to travel across the U.S. and complete an online “Effective Communication” course (Coursera), reinforcing skills in active listening and conflict resolution.

## Education & Training

### Bachelor of Arts, Communications

San Jose State University

– 01 May 2012

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| **Skills**  Core Competencies & Skills  **Languages**  English — Native proficiency  Vietnamese — Conversational  **Certifications**  Certificate in Customer Service Fundamentals (in progress) | 2025-07-01  American Management Association  Basic First‑Aid & CPR (pending) | 2025-09-01  Red Cross  **Awards**  Employee of the Month  HealthPlus Pharmacy  Received “Employee of the Month” twice for consistency and customer satisfaction scores.  Team Player  BigMart Supermarket  Recognised for “Team Player” award for consistently supporting colleagues during peak holiday periods. | **Projects**  **Customer Satisfaction Leader**  Achieved a 4.7/5 average CSAT rating for four consecutive years at HealthPlus Pharmacy, ranking in the top 10 % of associates company‑wide.  **Process Improvement**  Designed a streamlined end‑of‑day cash reconciliation checklist that cut reconciliation time by 25 % and eliminated errors.  **Community Impact**  Coordinated a library reading‑program partnership that grew youth membership from 120 to 147 members within one year (22 % increase).  **Interests**  Outdoor hiking and trail mapping  Digital photography (landscape & street)  Toastmasters club (public speaking)  **References**  References – Available upon request. |