Alex Morgan

Fictional applicant — tailored CV demonstration

alex.morgan@example.com | Dublin

PROFILE

Customer service assistant with experience supporting customers by email and phone, maintaining enquiry records in Excel, and working with colleagues on delivery follow-up. Interested in bringing these skills to the Customer Support Coordinator role at Harbour Desk Services.

RELEVANT EXPERIENCE

Customer Service Assistant | Willow Retail | June 2022 to September 2026

Supported customers by email and phone, maintained accurate enquiry records in Excel, and helped new colleagues learn the team's support process.

Worked with colleagues to follow up customer delivery enquiries.

Shop Assistant | Meadow Books | January 2020 to May 2022

Helped customers find books and handled till transactions.

EDUCATION

Higher Certificate in Business | Elm College | 2019

RELEVANT SKILLS

Email and telephone customer support; Excel record keeping; customer enquiry follow-up; teamwork and new-starter support.

Interested in learning Zendesk; no prior Zendesk experience.