

[Your Name]

[Target job title]

[City], [Country] · [Phone] · [Email] · [LinkedIn or website URL]

PROFILE

Customer operations specialist with six years' experience in contact centre and account management roles for software and financial services companies. Skilled in resolving complex queries, training new starters and improving support processes using customer feedback data. Fluent in English and conversational in Irish, with Stamp 4 permission to work. Seeking a team lead role in a growing organisation.

Example text — rewrite it for your own role and results.

KEY SKILLS

[Skill] · [Skill] · [Skill] · [Tool or software] · [Tool or software] · [Method]

WORK EXPERIENCE

[Job title] — [Company name], [City]

[Month Year] – Present

- [Achievement with a number: what you did, for whom, and the result.]
- [Responsibility that matches the job you are applying for.]
- [Tool, process or project you improved, with scale or time saved.]

[Job title] — [Company name], [City]

[Month Year] – [Month Year]

- [Achievement with a number: what you did, for whom, and the result.]
- [Responsibility that matches the job you are applying for.]
- [Tool, process or project you improved, with scale or time saved.]

EDUCATION (DEGREE AND LEAVING CERTIFICATE)

[Degree or qualification] — [University or institution], [City]

[Month Year] · [Grade or classification, if strong]

PROFESSIONAL TRAINING AND CERTIFICATIONS

- [Certification or licence], [Issuing body], [Number or date if relevant]
- [Certification or training], [Issuing body]

ADDITIONAL INFORMATION (LANGUAGES, DRIVING LICENCE, WORK PERMISSION)

[Language] — [level, e.g. fluent / professional / basic]

INTERESTS AND ACHIEVEMENTS

- [Project or role] — [one line on what you did and the outcome]

- [Project or role] — [one line on what you did and the outcome]

REFEREES OR REFERENCES NOTE

[Referee name], [Job title], [Organisation] — [Phone] · [Email]

[Referee name], [Job title], [Organisation] — [Phone] · [Email]