

**Bethany C. Hodgson**  
1234 Maple Lane  
Anywhere, TX 75032

email: b\_hodgson@email.com  
Phone: 972-555-1212  
Cellular: 972-555-1313

## Summary of Qualifications

---

Professional manager experienced in customer service – committed to excellence through positive results and customer satisfaction

## Accomplishments & Experience

---

### **July 1999–Present StoneWorks Designs, Rowlett, TX** *Customer Service Manager*

- Increased customer retention by 45% thus securing repeat business of \$1.2 million.
- Developed referral system for sales leads, processing up to 20% additional orders in the first quarter implemented
- Achieved customer satisfaction rating of 98% in less than six months - a 5% gain over the previous six months

---

### **February 1993–June 1999 Big Star Credit, Pineland, TX** *Customer Service Supervisor*

- Managed 60 customer service representatives, all performing a variety of queries in multiple databases.
- Reorganized work flow to improve response time to customer's calls, thus improving customer satisfaction
- Received Outstanding Supervisor Award in 1997 and 1998

---

### **August 1988–February 1993 Tri-State Bank, Mipps, OK** *Customer Service Representative*

- Audited phone records to ensure accuracy of financial transactions
- Used computers extensively in querying customer accounts
- Increased credit card customer base by 20% in less than one year as CSR

## Education

### **1984–1988 Oklahoma State University - OK**

- Bachelor of Science in Business Administration with a specialization in Marketing

## References

Available upon request