

 **Returner Tip**

Your CV should lead with your experience, skills and achievements. Your career break is just one part of your professional journey.

First Name, Surname

Customer Service and Administration Professional

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 Dublin, Ireland

Professional Profile

Example: Experienced customer service and administration professional with over 15 years' experience supporting customers, coordinating projects and building strong working relationships. Following a planned career break, I am now looking to return to work and bring the organisation, resilience and communication skills I have continued to develop through volunteering, family responsibilities and professional development. Known for building positive relationships, solving problems and delivering excellent customer service, I am excited to contribute to a forward-thinking organisation.

 **Returner Tip**

Your professional profile should summarise your experience, key skills, achievements and career goals in 3–5 sentences. Keep it positive, tailored to the role and focused on the value you can bring to an employer.

Education

BA Business Studies
Dublin College 2010

Leaving Certificate
St Mary's 1999

 **Returner Tip**

Include only the activities that genuinely apply to you. Focus on skills and experience that demonstrate your continued personal or professional development.

Core Skills

Communication	Problem Solving
Relationship Building	Microsoft Office
Customer Service	Adaptability
Organisation	Time Management
Planning	Attention to Detail

Career Highlights

- Examples**
- Reduced administration processing time by 30%
 - Managed customer accounts worth €2m
 - Led a team of 12 staff
 - Coordinated nationwide projects
 - Successfully balanced caring responsibilities while completing a professional qualification

Career Experience

Career Break & Professional Development

2021–2026

- During this period I:
- Managed caring responsibilities
 - Completed CPD courses
 - Volunteered with...
 - Developed digital skills
 - Managed household finances and logistics
 - Continued professional learning

Customer Service Advisor

ABC Insurance, Dublin | 2018 – 2022

- Delivered excellent customer service by phone and email, resolving customer queries efficiently and professionally.
- Built strong relationships with customers, contributing to consistently high customer satisfaction scores.
- Worked collaboratively with colleagues to improve processes and reduce response times.
- Supported the onboarding and training of new team members.
- Recognised for attention to detail and ability to remain calm under pressure.

Skills

Microsoft Office
Google Workspace (Docs, Sheets, Drive)
Data Entry
Diary Management
Calendar Management
Minute Taking
Report Writing
Document Management
Filing & Record Management
Database Management

 **Returner Tip**

Instead of listing what your job involved, explain the impact you made. Employers remember results more than duties.

Career Experience Continued

Professional Development

- 2024 Marketing Fundamentals Cert
- 2023 Return to Work Programme
- 2020 Interview Skills

Volunteering

- Mentoring Boys U12 GAA Team
- Scorekeeper for Girls U16 Basketball Team
- Volunteer on Parents Association

Office Administrator

XYZ Engineering Ltd., Cork | 2016 – 2021

- Managed busy diaries, meetings and travel arrangements for senior management.
- Coordinated office administration, ensuring documentation and records were maintained accurately.
- Improved filing systems, making information easier to access across the business.
- Acted as the first point of contact for customers, suppliers and visitors.
- Supported multiple departments while managing competing priorities.

Finance Administrator

DEF Financial Services, Galway | 2015 – 2020

- Processed invoices, reconciled accounts and maintained accurate financial records.
- Assisted with monthly reporting and budgeting activities.
- Worked closely with colleagues to improve the efficiency of financial processes.
- Maintained a high level of accuracy while working to strict deadlines.
- Built positive relationships with suppliers and internal stakeholders.

💡 Returner Tip

Your CV opens the door. Your story gets you through it.

Think of your CV as an invitation to a conversation. You don't need to tell your whole story—just enough to encourage an employer to meet you.

💡 Returner Tip

If you've been out of paid employment for a while, volunteering can help demonstrate that you've remained active, continued learning and maintained valuable workplace skills.

Before you apply checklist...

- ☐ My Professional Profile reflects the role I'm applying for.
- ☐ I've highlighted achievements, not just responsibilities.
- ☐ I've explained my career break positively.
- ☐ My CV is tailored for the job.
- ☐ My LinkedIn profile matches my CV.
- ☐ I've checked spelling and grammar.
- ☐ I've saved it as a PDF.

This template has been designed by **Back To Work Connect** as a practical guide for Returners and career changers. Every career journey is unique, so tailor your CV to reflect your own experience, achievements and the role you're applying for. Remember, employers aren't looking for the perfect candidate—they're looking for someone who can demonstrate the skills, experience and potential to succeed.