

# CUSTOMER SERVICE RESUME

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(843)-204-5645

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*Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.*

## PROFESSIONAL EXPERIENCE

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### **SATELLITE TV CO.** *Customer Care Specialist*

**Mt. Pleasant, SC**  
*September 2010 – Present*

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher than company average
- Research complicated cases without prompting to provide more comprehensive service to customers
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

### **SCOTTRADE** *Customer Service Intern*

**Boston, MA**  
*September 2009 – 2010*

- Memorized entire line of company products & services, including prices and special discounts
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remained courteous and calm at all times, even during moments of intense customer displeasure
- Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements
- Awarded "Fastest Learner" award during the first month of intern training

## EDUCATION

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### **BOSTON UNIVERSITY** *Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- Software: Zendesk, Kayako, and Parcel Audit
- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customer service
- 70WPM Typist

# Resume Template Price Customer Service

**David I. Cleland**



## **Resume Template Price Customer Service:**

*Resume Mastery* Rosalind Kincaid, AI, 2025-02-28 Unlock your career potential with Resume Mastery a comprehensive career guide designed to transform your resume from a mere summary into a powerful marketing tool This book delves into the evolution of resumes highlighting how they've transitioned from simple qualification lists to sophisticated branding documents Understand the critical role of Applicant Tracking Systems ATS and learn how to strategically incorporate keywords to enhance your resume's visibility Discover how tailoring your resume is key to making a strong first impression and securing interviews in today's competitive job market directly influencing your long term career trajectory The book takes a step by step approach starting with the fundamentals of effective resume writing including formatting language and content selection It then progresses through various resume types and the art of crafting compelling accomplishment statements A unique aspect of this book is its focus on the psychological elements of resume creation exploring why certain elements resonate more effectively with recruiters Resume Mastery not only provides the how but also the why behind resume best practices supported by industry data case studies and insights from recruiters Equip yourself with the knowledge and tools needed to create a resume that not only showcases your skills and experience but also aligns with your career goals ultimately leading to job search success and salary negotiation advantages

*Passive Income Empire* Logan Reed, 2025-06-04 Build Wealth That Doesn't Sleep Ready to stop trading time for money Passive Income Empire gives you the proven roadmap to build multiple streams of online income without burnout confusion or empty promises Inside you'll discover how to Launch high earning affiliate sites Create and scale self published books Build low risk Print on Demand stores Monetize your skills with simple digital products Automate your income with smart tools And more without quitting your job yet Whether you're starting from scratch or scaling your first online hustle this playbook gives you the real steps to take control of your money and your freedom Your future self will thank you

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**Architecture** ,1996      **Tourism Marketing and Management Handbook** Stephen F. Witt,Luiz Moutinho,1994 This handbook provides a detailed guide to marketing and management in tourism in the 1990s This second edition features 100 contributions from international authorities on the subject new chapters reflecting the issues of increasing importance in tourism greater emphasis on management and internationally applicable topics and major revisions of all existing chapters

The contents have been reorganized by subject area for convenience. Designed to provide a user friendly reference, the topics covered include cost benefit analysis, hotel marketing, international tourism trends, financial analysis and planning, quality management and pricing and promotional strategy. This edition shows the application of marketing and management techniques within the tourism industry and is appropriate for use in tourism businesses of any size. **101 Best Resumes**

**to Sell Yourself** Jay A. Block, 2002-04-30 Explains how to organize information on employment history, education and skills into a resume that effectively markets a person's abilities and includes sample resumes for jobseekers in a variety of fields.

**Winning Resumes** Matthew Greene, 1994 You want the job but how do you get your resume to stand out from the hundreds of others employers usually get? Writing the old type of basic resume just doesn't cut it anymore. It's too vague, too bland and too lackluster. It won't sell you. Written by a personal expert, this remarkably effective guide shows you how to turn your resume into a mini sales presentation that grabs immediate attention because it offers your best selling points. Whether you are a recent college grad or a midlife career changer, you'll learn how to get a jump on other job applicants with this strategy-packed book that is complete with sample resumes, tips on format, style and words, phrases and sentences that sell. There's so much you can copy or adapt. **JoC Week**, 2000 **Public Utilities Fortnightly**, 1998 **The British Journal of Photography**, 2006 **Velo News**, 2004

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