

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466

(843) 204-5645

Andrew.Black@gmail.com

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

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

BOSTON UNIVERSITY

Marketing Candidate, June 2009

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

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

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USA Patent Office

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Keys to Terrific Customer Service (paperback) Laurence Hatch,2008-09-14 Keys to Terrific Customer Service is not just a motivational book like hundreds of other customer service books on the market It is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high tech service delivery and new concepts of measuring customer wants and needs KTCSCS is an ideal inspirational resource for any small business owner customer service manager quality assurance specialist service process planner customer relations supervisor or business consultant Over 165 topics are covered in remarkable detail with clear examples and action plans

Small Business Vishal K. Gupta,2021-07-14 Small Business Creating Value Through Entrepreneurship offers a balanced approach to the core concepts of starting managing and working in a small business An ideal textbook for undergraduate courses in small business management and entrepreneurship the book offers a student friendly pedagogical framework that blends foundational research on small business with the real world practice of business ownership Relevant examples are provided throughout the text bringing key concepts to life while providing a realistic view of what it takes to create a successful and sustainable small business Organized into five streamlined sections a small business overview paths to small business ownership financial and legal issues ways to grow a small business and discussion of the Entrepreneur's Dilemma the text offers a diverse range of relatable examples drawn from both actual businesses and from depictions of entrepreneurship in popular media Each clear and accessible chapter features discussion questions mini case studies further reading lists and color visual displays designed to enhance the learning experience and strengthen student engagement and comprehension

Occupational Outlook Handbook United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover

Occupational Outlook Handbook ,2010 Describes 250 occupations which cover approximately 107 million jobs

Kick Start Your Career Lee Smith,John van Genderen,2018-03-30 For new graduates the key challenge remains how to secure that first career related job Full of guidance and tips on how to handle the complex field of job hunting Kick Start Your Career can help navigate an ever changing job market and secure your chance at your desired career It is a valuable investment in your future It advises the reader on how to stand out in job applications use social media for job searching create resumes and cover letters that stand out succeed at interviews It provides a practical hands on step by step approach With an integrated Personal Plan that helps create key job search documents it directs soon to be graduates towards achieving their career aspirations Accompanying online resources include examples and templates which can be downloaded in Word format to help you prepare resumes and other job search documents This book will help graduates progressively build up job hunting resources skills achievements resume cover letter and interview responses and turn this into a practical outcome a new job It is a key companion to any student or recent graduate exploring the job market

Resumes For Dummies Joyce Lain Kennedy,1998-05-29 Contains tips and suggestions for creating a resume that will be noticed by

prospective employers includes information on choosing a format drafting a summary statement using key words and formatting a digital resume **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 *Occupational outlook handbook, 2010-11 (Paperback)* ,1990

Network World ,1996-09-16 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **THE BIG BOOK OF JOBS 2012-2013** McGraw Hill,2011-08-12 Up to date authoritative job information from the most trusted source the U.S. Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you've recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges Specifications and Drawings of Patents Issued from the United States Patent Office for... ,1872 Specifications and Drawings of Patents Relating to Electricity Issued by the U. S. ,1881 Official Gazette of the United States Patent Office USA Patent Office,1897 *Journal of the Military Service Institution of the United States* Military Service Institution of the United States,1896 **Specifications and Drawings of Patents Issued from the U.S. Patent Office** United States. Patent Office,1873 Healthy Living Tips for Dummies Tamara Shelling Castleman,2000

AAPG Explorer American Association of Petroleum Geologists,1993 **CliffsComplete The Tempest** William Shakespeare,2000-05-18 In the CliffsComplete guides the play's complete text and a glossary appear side by side with coordinating numbered lines to help you understand unusual words and phrasing You'll also find all the commentary and resources of a standard CliffsNotes for Literature CliffsComplete The Tempest tells the famous story of Prospero and his daughter Miranda Through magic Prospero has conjured up a storm that brings a ship full of his enemies to the island on which he and Miranda live What follows is Shakespeare's comic masterpiece that's full of intrigue and romance Discover what happens to Prospero and Miranda and save valuable studying time all at once Enhance your reading of The Tempest with these additional features A summary and insightful commentary for each act Bibliography and historical background on the author William Shakespeare A look at the historical context and structure of the play Discussions on the play's symbols and themes A character map that graphically illustrates the relationships among the characters Review questions a quiz

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