

# CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@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

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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 Update Customer Service

**Yana Parker**



## **Resume Template Update Customer Service:**

**Resumes For Dummies** Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams

Careers in Healthcare and Beyond Evelyn Lee, 2021-07-28 According to the U S Bureau of Labor Statistics some of the fastest projected job growth will occur in the healthcare healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many opportunities to consider It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey This book is also intended for those who currently work in healthcare but may be considering a different job in the field

**Kinn's The Administrative Medical Assistant E-Book** Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn's The Administrative Medical Assistant An Applied Learning Approach 14th Edition teaches you real world administrative skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition includes expanded content on topics from professionalism and interpersonal skills to billing and coding electronic health records and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read style and practical focus paired with a full complement of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative procedures prepares you to run a medical office 65 step by step illustrated procedures with rationales break down key administrative skills to master Applied approach to learning helps you use what you ve learned in a real world setting including case scenarios critical thinking exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities

incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook

Kinn's The Clinical Medical Assistant - E-Book Brigitte Niedzwiecki, Julie Pepper, 2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn's The Medical Assistant An Applied Learning Approach 14th Edition teaches you real world clinical skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition features new authors and a chapter reviewing medical terminology and anatomy With an easy to read format and full continuum of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you'll learn the leading skills of modern medical assisting to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all clinical procedures prepares you for a wide variety of Medical Assisting careers 115 step by step illustrated procedures with rationales break down how to perform critical skills for practice Applied approach to learning helps you use what you've learned in the clinical setting including case scenarios critical thinking exercises procedures videos and interactive online activities Access to hands on activities incorporates use of SimChart for the Medical Office software sold separately to prepare you for documentation of clinical encounters Patient education and legal and ethical features help relate content to practical use Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes certification practice exams procedure videos and interactive exercises NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid medical foundation NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy

comprehension NEW Patient centered care is emphasized throughout NEW Improved test bank includes rationales for correct and incorrect answers cognitive leveling for questions and mapping to chapter objectives and exam blueprints

Second Chance Mary E. Ghilani, 2010-04-09 A certified career counselor provides practical tips and strategies to help midlife career changers identify the best career change options update their resumes interview with confidence and successfully find jobs As the definition of work and retirement continues to evolve those at midlife have more opportunity than ever to design the jobs they have always wanted Second Chance How Career Changers Can Find a Great Job shows how it s done Starting with an overview of midlife retirement trends and the benefits of older employees the book details both the issues involved in making a career change and the career options available to career changers Expert career counselor Mary E Ghilani helps readers analyze why they want to change their career develop a change plan and explore the best career options for their particular circumstances Readers will discover how to find a new job using the latest technology how to effectively market oneself to potential employers how to upgrade a resume and how to improve interviewing skills Self reflective exercises tips on finding a job in a tight economy and helpful career educational and employment resources round out this comprehensive guide

**Blue Collar & Beyond** Yana Parker, 1995 A resume instruction book for blue collar workers who have been largely left out of existing books on resume writing

*Creating Workforce Development Systems that Work: Designing and delivering one-stop services*, 1997

*The Career Coward's Guide to Resumes* Katy Piotrowski, 2008 This third book in the Career Coward s series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers through all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You ll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

**Career Development in the Federal Public Service** Linda Elizabeth Duxbury, Lorraine S. Dyke, Natalie Lam, 1999

**The College Career Bible** Vault Editors, Vault Editors (COR), 2008-02-19 Provides college students and recent graduates with overviews of career paths in key industries and includes contact information for major employers and hiring trends for college graduates

*Connections* Doris Humphrey, Robert Conklin, 2004-03-25 *Connections Writing for Your World* is the only basic composition text to continuously and systematically connect writing to the real world and the workplace The writing process is emphasized paying special attention to methods of organizing revising and editing By focusing on paragraph and essay writing *Connections* builds basic writing skills that are essential in today s world The Student Data CD contains files to accompany select activities and practices in the book worksheets for Applying Your Skills activities and additional reading and writing activities not found in the book

Design for Change Marie Kisiel, 1980

**Financial Customer Service** Hal A. Schaeffer, 1999-10-11 The only A

to Z guide to creating managing and leveraging an incredibly powerful new competitive tool Financial Customer Service A leading expert in the field H A Schaeffer Jr clearly explains how a financial customer service function works and how it can give your company an unbeatable competitive edge You ll get everything you ll need to plan implement and manage a financial customer service department Drawing upon his own experiences and those of managers at numerous Fortune 500 companies Schaeffer provides step by step guidance on Making a business case for a financial customer service department Laying the groundwork Determining computer capabilities and needs Integrating resources Setting up a phone system Staffing and training Managing the transition Creating a policies manual Maximizing the potential of the new department And much more *Gallery of Best Resumes for People Without a Four-Year Degree* David F. Noble,2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket **Real World Resumes** ,1996 *Knock Em'dead Resumes (6th)* Martin Yate,2004 Presents detailed information on resume writing including step by step instruction for creating effective resumes advice for online job searching and examples of successful resumes with their cover letter **Careers in Focus** Lee Jackson,Leona Jackson,2003 Highlights career profiles of successful professionals in various occupations **Word 6 for Windows Essentials** Geoffrey Mandel,1994 Written in a clear friendly manner that encourages Word 6 novices this book is a comprehensive introduction and reference guide to the new version of Microsoft Word for Windows Thoroughly indexed this expanded edition also provides readers with tips and suggestions for fully utilizing the program s principal functions Disk contains dozens of professionally designed documents **Imagine Loving Your Work** Marti Chaney,Vicki Thayer,1993 Explains how to analyze one s interests beliefs and personal goals to determine the ideal work situation and career path **CD-ROMs in Print** ,1998

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note that not all of the 475 students who took the ccde passed the test there were 43 students