

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

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

Resume Template Tricks Customer Service

Omar Garriott, Jeremy Schifeling



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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 [AI Zero-Invest Million Dollar Tricks: Hidden Hustles Nobody Talks About](#) SHIKHAR SINGH (THE ZENITH), Do you ever feel like everyone else is getting rich while you're stuck at the starting line? What if the truth is that you don't need money to start earning big just smart AI tricks? Imagine building your first zero investment income stream while others are still searching for ideas. What if hidden AI hustles could turn your skills, time, and creativity into real dollars? This book gives you the shortcut nobody talks about. Inside This Book Inside this powerful guide you'll discover Zero investment AI hustles that ANY teen or beginner can start. Hidden income tricks millionaires use but never reveal. Step by step methods to earn with AI tools without spending a rupee. Fast hacks to automate work, save time, and multiply income. Secret prompts that generate money making ideas instantly. Real examples of AI powered side hustles you can copy today. A complete roadmap to your first 100 1000 online. You'll feel seen, supported, and understood because this book is written for those who dream big but don't know where to begin. You don't need coding experience or money, just willingness to start. Everything is simplified, practical, and designed for quick wins. This isn't just a guide, it's your entry ticket to the AI millionaire world. Buy This E Book Now. Read now and unlock digital income opportunities the world is still sleeping on. Start your AI money journey today, even if you have zero investment. Learn the tricks top earners don't want you to know. Your millionaire breakthrough begins with one click.

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Table of Contents Resume Template Tricks Customer Service

1. Understanding the eBook Resume Template Tricks Customer Service
 - The Rise of Digital Reading Resume Template Tricks Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Tricks Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Template Tricks Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Tricks Customer Service
 - Personalized Recommendations
 - Resume Template Tricks Customer Service User Reviews and Ratings
 - Resume Template Tricks Customer Service and Bestseller Lists
5. Accessing Resume Template Tricks Customer Service Free and Paid eBooks
 - Resume Template Tricks Customer Service Public Domain eBooks
 - Resume Template Tricks Customer Service eBook Subscription Services
 - Resume Template Tricks Customer Service Budget-Friendly Options
6. Navigating Resume Template Tricks Customer Service eBook Formats

- ePub, PDF, MOBI, and More
- Resume Template Tricks Customer Service Compatibility with Devices
- Resume Template Tricks Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Tricks Customer Service
 - Highlighting and Note-Taking Resume Template Tricks Customer Service
 - Interactive Elements Resume Template Tricks Customer Service
- 8. Staying Engaged with Resume Template Tricks Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Tricks Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Tricks Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Tricks Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Tricks Customer Service
 - Setting Reading Goals Resume Template Tricks Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Tricks Customer Service
 - Fact-Checking eBook Content of Resume Template Tricks Customer Service
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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