

# CUSTOMER SERVICE RESUME

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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

### 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**

## **Resume Template Tricks 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 **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

**Electronic Resume Revolution** Joyce Lain Kennedy,Thomas J. Morrow,1994 Answers such questions about writing resumes as Electronics is in Is paper out What are the keywords at the center of the new resume Now that computers read and evaluate resumes is it still useful to personalize mine How do I perform my resume in front of a video camera

**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 **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 **ACE the IT Resume** Paula Moreira,2007-07-13 Create a first rate resume that will get you hired in IT Stand out in a crowd of IT job applicants by creating and submitting a winning resume and cover letter with help from this practical guide Fully revised and updated for the latest trends technologies and in demand jobs Ace the IT Resume Second Edition reveals how to best showcase your IT skills and experience You'll get tips for adapting your resume for different formats using the right keywords and getting your resume in the hands of the hiring manager With an

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**Resume, Application and Letter Tips for People with Hot and Not-So-Hot Backgrounds** Ron Krannich,Caryl Krannich,2006-05-23 Provides 185 tips for writing resumes and cover letters and filling out applications discussing the job search process presenting work history transforming negatives to positives objectives dealing with potential red flags follow up methods and much more

**Occupational outlook handbook, 2010-11 (Paperback)** ,1990

**Ten Steps to a Federal Job** Kathryn K. Troutman,2002 Identify the federal job titles that match your skills

Resumes! ,1997 Presents fifty sample resumes evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths

**101 Best Resumes: Endorsed by the Professional Association of Resume Writers** Jay A. Block,Michael Betrus,1997-03-22 Offers advice on how to create letters and resumes that get jobs

**Graduating Engineer & Computer Careers** ,2004

**THE BIG BOOK OF JOBS 2012-2013** McGraw-Hill

Editors,2011-07-26 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

**Occupational Outlook Handbook 2011-2012** U.S. Department of Labor,2011-06-03 The most comprehensive up to date resource available for choosing the career that's right for you When making a decision about your career path it is crucial that you consider any aspect of a job that will affect your future your sense of fulfillment and your bottom line With current statistics from the number one source of job data in America the U S Department of Labor the Occupational Outlook Handbook 2011 2012 is your best choice for researching careers whether you're looking for your first job or contemplating a career change From able seaman to zoologist you'll get vital information about more than 250 occupations including Nature of the work and working conditions Earnings Training qualifications and advancement Job outlook With its vast amount of practical up to date information the Occupational Outlook Handbook is an essential tool for making informed intelligent decisions about your future Did you know Training at a vocational school college or university is increasingly important for getting a job as a travel agent A physician assistant's working conditions can vary from regular hours in an office setting to

long periods of standing in an operating room Accountants and auditors budget officers credit analysts loan officers and underwriters have training and skills similar to those of financial managers Boilermakers often use potentially dangerous equipment such as acetylene torches and power grinders handle heavy parts and work on ladders or on top of large vessels

*Linked* Omar Garriott,Jeremy Schifeling,2022-05-03 The LinkedIn insider s guide to how the new job search really works and how to make it work for you No one disputes that LinkedIn is the world s biggest job market So it s about time that someone with the inside scoop explained how to make the most of it Here from two LinkedIn experts and former employees is the definitive guide that demystifies the massive site and gives every reader from the newly minted college graduate to the midlife career changer the most important strategies to win the modern job search game Clear lively and decidedly practical Linked shows how to burnish your personal brand so recruiters come to you Tap the power of the network effect and turn anyone into an invaluable referral Think like employers and focus your profile to get noticed get considered and get hired And game both the search algorithm and Applicant Tracking Systems used by nearly every employer in every economic sector The result not just a great job but the future of your dreams **Artist's Market** ,1994 Artist's Market, 1991 Lauri Miller,1990 Graphic artists and fine artists looking for new marketing opportunities will find 2 500 buyers of all types of art in this new edition of Artist s Market Handy information on tapping local markets and informative articles give artists the tips they need to succeed *Gallery of Best Resumes for Two-year Degree Graduates* David Franklin Noble,1996 An outstanding guide for two year degree graduates this book contains more than 200 sample resumes written by professional resume writers which show readers how to present their special training in an effective and professional manner Artist's Market, 1985 Sally A. Davis,1984-09

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