

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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Raffaela Di Napoli

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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.

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Herath M. Gunatilake,2013

Real World Resumes ,1996 *Blue Collar & Beyond*

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Field Guide to Project

Management David I. Cleland,2004-07-29 Publisher Description

Landscape 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

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