

CUSTOMER SERVICE RESUME

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(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

Resume Template How To Customer Service

Susan Ireland

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Resumes For Dummies Laura DeCarlo,2019-03-19 Polish up that old resume and land your dream job We ve all been there it s time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn t have to be a daunting task The latest edition of *Resumes For Dummies* answers all of these questions and more whether you re a resume rookie looking for new tips or want to create that eye catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that ll make your skills shine and your resume pop Let s start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it s important to have an excellent and effective resume and now you can

Writing Resumes and Cover Letters For Dummies - Australia / NZ

Amanda McCarthy,Kate Southam,2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today s tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it s simply not a good time to be looking So how do make yourself stand out *Writing Resumes and Cover Letters For Dummies* Second Australian New Zealand Edition shows you how to catch a recruiter s attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve *Writing Resumes and Cover Letters For Dummies* gives you all the tools and tips you need to get noticed and get your dream job

Step-by-step Resumes

Evelyn U. Salvador,2006 A step by step guide to writing an outstanding resume that offers expert tips and practical suggestions for filling in employment gaps using customizable ClipBullets choosing the right keywords and more Includes a CD with resume templates and worksheets

The Resume.Com Guide to Writing Unbeatable Resumes

Warren Simons,Rose Curtis,2003-08-22 The nation s 1 online resume service offers its exclusive advice on how to craft a winning resume The *Resume.com Guide to Writing Unbeatable Resumes* draws upon the author s considerable expertise as well as the vast *Resume.com* database to arm job seekers with Sample resumes for every profession and job category at every level from

entrylevel to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they ll be able to receive a free resume consultation with one of Resume com s career consultants *The Career Change Resume* Karen Hofferber,Kim Isaacs,2003-03-22 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers *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 *The Complete Idiot's Guide to the Perfect Resume* Susan Ireland,2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be **Resume Handbook (3rd)** Arthur D. Rosenberg,David V. Hizer,1996 Now with more than 250 000 copies of previous editions sold this bestseller shows exactly how to write direct no nonsense resumes that attract jobs This third edition presents sample resumes and letters that have been updated to reflect important changes in today s job market *Writing Effective Resumes* Jeffry Richard McCabe,M McCabe,1993 *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

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situations new technology for creating resumes and advice on how to take advantage of the hottest trends in the market

Electronic Resumes James C. Gonyea, Wayne M. Gonyea, 1996 Easy to use package explains the basics of on line multimedia video and audio resumes **Resumes! Resumes! Resumes!**, 1997 Presents fifty sample resumes evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths **Your Career** Julie Griffin Levitt, 2000 This book is appropriate for students of traditional age as well as for adults reentering postsecondary educational systems for retraining or additional training or those who are simply planning for a new job promotion or career

Business Communication Richard D. Featheringham, Nancy Csapo, 2004-10 **Expert Resumes for Computer and Web Jobs** Wendy S. Enelow, Louise Kursmark, 2005 Dozens of professional resume writers share their secrets and sample resumes for landing the fastest growing and highest paying jobs in the computer and online industries showing readers how to present technical skills in reader friendly language that employers demand Includes over 180 pages of sample resumes targeted to high tech jobs from entry level to executive **The Smart Woman's Guide to Resumes and Job Hunting** Julie Adair King, Betsy Sheldon, 1993 Master the job search game whether you're climbing the corporate ladder switching careers or re entering the workforce after years at home This latest edition gathers the most up to date information tips secrets and advice on resume writing job seeking interviewing and salary negotiations and features updated sample resumes **Perfect Resume Strategies** Tom Jackson, Ellen Perry Jackson, 1992 From the author of the 300 000 copy bestseller The Perfect Resume a unique catalog of sample resumes for the job seeker in need of practical models as well as the insight and inspiration to crack today's tough job market

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