

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

Resume Template Best Customer Service

Jason Hughes

Resume Template Best Customer Service:

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Gallery of Best Resumes for People Without a Four-Year Degree David F. Noble,2005

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Whitcomb,2007 Explains simple techniques that will make your resume stand out from the competition Includes hundreds of resume examples **BIG BOOK OF JOBS, 2009-2010** McGraw-Hill Editors,2008-09-23 Comprehensive up to the minute information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms you with the tools to effectively pound the pavement

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of any application package will help you capture that administrator's attention and get your resume and application read

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Tom Washington,2000-06-13 Developing a top quality resume says expert Tom Washington is dependent on knowledge and time knowledge of how to write a resume and market yourself and time to write revise and write again In addition to writing tips Washington provides up to the minute information on how to use the Internet effectively once the resume is ready to be sent out

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Table of Contents Resume Template Best Customer Service

1. Understanding the eBook **Resume Template Best Customer Service**
 - The Rise of Digital Reading **Resume Template Best Customer Service**
 - Advantages of eBooks Over Traditional Books
2. Identifying **Resume Template Best 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 Best Customer Service**
 - User-Friendly Interface
4. Exploring eBook Recommendations from **Resume Template Best Customer Service**
 - Personalized Recommendations
 - **Resume Template Best Customer Service** User Reviews and Ratings

- Resume Template Best Customer Service and Bestseller Lists
- 5. Accessing Resume Template Best Customer Service Free and Paid eBooks
 - Resume Template Best Customer Service Public Domain eBooks
 - Resume Template Best Customer Service eBook Subscription Services
 - Resume Template Best Customer Service Budget-Friendly Options
- 6. Navigating Resume Template Best Customer Service eBook Formats
 - ePUB, PDF, MOBI, and More
 - Resume Template Best Customer Service Compatibility with Devices
 - Resume Template Best Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Best Customer Service
 - Highlighting and Note-Taking Resume Template Best Customer Service
 - Interactive Elements Resume Template Best Customer Service
- 8. Staying Engaged with Resume Template Best Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Best Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Best Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Best Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Best Customer Service
 - Setting Reading Goals Resume Template Best Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Best Customer Service
 - Fact-Checking eBook Content of Resume Template Best 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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