

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 Price Customer Service

Hussin A.Rothana

Resume Template Price Customer Service:

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.

Passive Income Empire Logan Reed, 2025-06-04 Build Wealth That Doesn't Sleep Ready to stop trading time for money **Passive Income Empire** gives you the proven roadmap to build multiple streams of online income without burnout confusion or empty promises. Inside you'll discover how to Launch high earning affiliate sites Create and scale self published books Build low risk Print on Demand stores Monetize your skills with simple digital products Automate your income with smart tools And more without quitting your job yet. Whether you're starting from scratch or scaling your first online hustle this playbook gives you the real steps to take control of your money and your freedom. Your future self will thank you.

From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days Pradeep Maurya, 2025-07-07 **From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days** Struggling to turn your entrepreneurial dreams into reality Feeling overwhelmed by the complexities of starting an AI driven business **From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days** is your step by step guide to launching a thriving business using ChatGPT's cutting edge capabilities. This ebook solves the problem of navigating the AI landscape by providing a clear actionable roadmap to create a profitable venture from scratch no tech expertise required. Key Features 30 Day Action Plan A practical day by day blueprint to build your ChatGPT based business from ideation to profit Real World Strategies Learn how to leverage ChatGPT for content creation customer service automation and revenue generation Low Cost Setup Discover budget friendly tools and techniques to minimize startup costs while maximizing impact Case Studies Examples Real success stories and practical applications to inspire and guide your journey Scalable Growth Tips Proven methods to scale your business and stay ahead in the AI driven market Who It's For This ebook is perfect for

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Fletcher,2011-11-25 Tina Experience United States Senate Southern Education Foundation Office of the First Lady Michelle Obama Obama for America campaign Anacostia HS Trina B S Industrial Tech Experience Lockheed Martin Caterpillar Kellogg's Johnson Inspiring Woman for the WNBA Liberty GWU Service Excellence Award

The Beginner's Guide to Making Money Online Callisto Momesso, Are you tired of the 9 to 5 grind and want to earn money on your own terms Look no further than The Beginner's Guide to Making Money Online by Callisto Momesso This groundbreaking book offers 25 thought provoking strategies that have the potential to earn you money online From affiliate marketing to dropshipping this book covers it all And the best part These strategies are proven to work with countless success stories to back them up Whether you're a complete beginner or a seasoned online earner you'll find valuable insights and practical tips in every chapter But don't just take our word for it Here are just a few of the strategies you'll learn The secret to making money through social media How to create and sell your own online courses The power of blogging and content marketing with ChatGPT The art of flipping websites for profit How to monetize your podcast or YouTube channel Use tools like Chat GPT Midjourney DALL-E Stable Diffusion Canva etc to help with everything But that's not all This book also offers a step by step guide to setting up your online business with tips on everything from branding to customer service And with real life examples and case studies you'll be inspired to take action and start earning money online today So what are you waiting for If you're ready to take control of your financial future and start earning money online The Beginner's Guide to Making Money Online is the book for you Don't miss out on this life changing opportunity

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Gunatilake,2013 Resources in Education ,1994 **Real World Resumes** ,1996 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

Blue Collar & Beyond Yana Parker,1995 A resume instruction book for blue collar workers who have been largely left out of existing books on resume writing **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 area for convenience Designed to provide a user friendly reference the topics covered include cost benefit analysis hotel marketing international tourism trends financial analysis and planning quality management and pricing and promotional strategy This edition shows the application of marketing and management techniques within the tourism industry and is appropriate for use in tourism businesses of any size

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Matthew Greene,1994 You want the job but how do you get your resume to stand out from the hundreds of others employers usually get Writing the old type of basic resume just doesn't cut it anymore It's too vague too bland and too lackluster It won't sell you Written by a personal expert this remarkably effective guide shows you how to turn your resume into a mini sales presentation that grabs immediate attention because it offers your best selling points Whether you are a recent college grad or a midlife career changer you'll learn how to get a jump on other job applicants with this strategy packed book that is complete with sample resumes tips on format style and words phrases and sentences that sell There's so much you can copy or adapt

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Table of Contents Resume Template Price Customer Service

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

- Resume Template Price Customer Service User Reviews and Ratings
- Resume Template Price Customer Service and Bestseller Lists

5. Accessing Resume Template Price Customer Service Free and Paid eBooks

- Resume Template Price Customer Service Public Domain eBooks
- Resume Template Price Customer Service eBook Subscription Services
- Resume Template Price Customer Service Budget-Friendly Options

6. Navigating Resume Template Price Customer Service eBook Formats

- ePUB, PDF, MOBI, and More
- Resume Template Price Customer Service Compatibility with Devices
- Resume Template Price Customer Service Enhanced eBook Features

7. Enhancing Your Reading Experience

- Adjustable Fonts and Text Sizes of Resume Template Price Customer Service
- Highlighting and Note-Taking Resume Template Price Customer Service
- Interactive Elements Resume Template Price Customer Service

8. Staying Engaged with Resume Template Price Customer Service

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Resume Template Price Customer Service

9. Balancing eBooks and Physical Books Resume Template Price Customer Service

- Benefits of a Digital Library
- Creating a Diverse Reading Collection Resume Template Price Customer Service

10. Overcoming Reading Challenges

- Dealing with Digital Eye Strain
- Minimizing Distractions
- Managing Screen Time

11. Cultivating a Reading Routine Resume Template Price Customer Service

- Setting Reading Goals Resume Template Price Customer Service
- Carving Out Dedicated Reading Time

12. Sourcing Reliable Information of Resume Template Price Customer Service

- Fact-Checking eBook Content of Resume Template Price 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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