

CUSTOMER SERVICE (COMBINATION)

141 Brickhouse Lane, Los Angeles, CA 42143 | (212) 258-1414 | laneylebronco@gmail.com

PROFESSIONAL PROFILE

- **Quality Control:** Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- **Management:** Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- **Attention to Detail:** Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- **Project Execution:** Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- **Creativity:** Designed and conducted client surveys in order to obtain information about potential customers and to quantify reasons for service cancellations

SKILLS

- **Customer Service Software** - Complete familiarity with Zendesk, Freshdesk, and Kayako
- **Bilingual** - Native English speaker and conversational in Spanish
- **Conflict Resolution** - Trained in Conflict Resolution at Notre Dame

RELEVANT WORK EXPERIENCE

EDMARK SOFTWARE COMPANY

CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 – PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they delivered high quality customer care on a daily basis
- Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

VERIZON WIRELESS

CUSTOMER SERVICE | SAN ANTONIO, TX | 2009 – 2012

- Achieved an average of 95%+ customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL

BACHELOR OF SCIENCE IN MARKETING, MAY 2009

Resume Template Vs Customer Service

Arlene S. Hirsch

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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

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

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

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exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook *Success from the Start* Debra Koerner,2013-03-22 Rely on Success from the Start for the inspiration and practical business guidance you need to enjoy a long and rewarding career in massage therapy Business naivet is one of the primary reasons massage therapists leave the profession The author has written this text to provide you with the business skills you need to envision and then launch a successful career Set yourself on your path to success right from the start

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