

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@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 Tips Customer Service

Donald E. Zimmerman, David G. Clark



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Resumes For Dummies Joyce Lain Kennedy, 2007-02-26 Is your job search stalling out after you submit a resume but before you're offered an interview? With reinvented recruiting technology, unmanageable millions of resumes choking employer databases, and government mandates in the name of diversity, a gigantic change has occurred in the recruiting world over the past several years, and it demands a fresh look at how you write and market your resumes. Whether you're entering the job market for the first time, changing jobs, or changing careers, *Resumes for Dummies* 5th Edition will show you the ropes and rules for a new era in recruiting and job finding. With 85% new content added since the previous edition, this up-to-date guide gives you the very latest strategies on how to create and more importantly, distribute your resume in today's new job search environment. You'll learn: Why most generic online resumes fail; How to customize resumes for each job opening; New quick ways to find the right jobs; How to use meta search engines to your advantage; Why both digital and print versions of resumes are still needed; How to use resumes interactively; The resume basics that still knock 'em dead; How to create resumes for your life's changing phases; What to do after you send them your resume. With a wealth of sample resumes organized by industry and career field, experience level, and age, and special circumstances, along with tips on choosing professional resume help and other valuable resources, *Resumes for Dummies* 5th Edition will help you get noticed in a universe saturated with billions of resumes and more on the way.

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Money with AI: How ChatGPT Can Help You Jay Nans, 2025-11-14 The ebook *Money with AI: How ChatGPT Can Help You* is a practical, beginner-friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills. **Core Philosophy and Realism**: The book establishes that ChatGPT functions as a time-saving assistant and

production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work Getting Started Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI's output Income Streams and Workflows The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each Freelancing Writing Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks Digital Products Passive Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process Specialized Services Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan⁸⁸⁸ This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling

Occupational Outlook Handbook, 2010 Describes 250 occupations which cover approximately 107 million jobs Occupational Outlook Handbook United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover *Graduating Engineer & Computer Careers*, 2004

Occupational outlook handbook, 2010-11 (Paperback), 1990 *The Random House Guide to Technical and Scientific Communication* Donald E. Zimmerman, David G. Clark, 1987 **Gallery of Best Resumes for People Without a Four-Year Degree** David F. Noble, 2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket THE BIG BOOK OF JOBS 2012-2013 McGraw Hill, 2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you've recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills

Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges *Handbook to the Guide to the Evaluation of Educational Experiences in the Armed Services* ,1994 *Electronic Resume Revolution* Joyce Lain Kennedy,Thomas J. Morrow,1995-10-04 Shows how to put together a resume that will grab the attention of both computer and human readers in today s evolving electronic job search universe
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