

# **CUSTOMER SERVICE (COMBINATION)**

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

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## **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 Prices Customer Service

**JL Elias**

## **Resume Template Prices 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

aspiring entrepreneurs small business owners freelancers and anyone eager to harness AI technology to create a profitable online business Whether you're a beginner with no tech background or a seasoned professional looking to pivot into AI this guide is tailored for you Call to Action Ready to transform your future with AI Download From Zero to AI Hero now and start building your profitable ChatGPT business today Don't miss your chance to become an AI hero in just 30 days grab your copy and take the first step toward financial freedom

### **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

### **Work Less, Earn More: The New Rules of Passive Income in the Digital Age** Gopi

K,2025-02-09 Discover the transformative power of passive income in Work Less Earn More The New Rules of Passive Income in the Digital Age This comprehensive guide delves into innovative strategies that allow you to generate income with minimal ongoing effort Explore methods such as affiliate marketing digital product creation and online course development all tailored to leverage modern technology and platforms Whether you're seeking financial independence or looking to supplement your current earnings this book provides actionable insights to help you build sustainable income streams in today's digital economy Start your journey towards working smarter and achieving financial freedom today

### **PC World**

,1993 **The Career Coward's Guide to Resumes** Katy Piotrowski,2008 This third book in the Career Coward's series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers through all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You'll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

### **Sales and**

**Marketing Resumes for \$100,000 Careers** Louise Kursmark,2000 You are an accomplished sales or marketing pro who has made a positive difference for your customers and your organization Your talents have been fundamental to the growth and success of your company But maybe you're anxious to test the waters for an advanced or more lucrative position

**Year Book and Price List** American Druggist,1977    **Resources in Education** ,1994    **Tax Management Transfer Pricing Report** ,1996    **The Rubber Age** ,1966-07    **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    **The Video Source Book** David J. WEINER,1990    **Velo News** ,2006    **Industrial Fabric Products Review** ,1994

**Small Bodies Exploration** Anny-Chantal Levasseur-Regourd,A. Cellino,2007    **Facilities Manager** ,2002  
**International Reference Ionosphere and Solar Activity Variations** D. Bilitza,Bodo W. Reinisch,2008    **Collins Compact Dictionary & Thesaurus, 2e** HarperCollins Publishers,2008-01-29 the perfect 2 in 1 reference Matching dictionary and thesaurus entries on the same page Over 45 000 concise accurate dictionary definitions 130 000 thesaurus synonyms Find it fast the most useful alternative word given first

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