

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

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How to Survive and Maybe Even Love Health Professions School Arlene M Muller,2011-09-15 The author's simple clear and direct approach goes beyond normal classroom skills. It's your constant companion from your first day at school through graduation to your first job. You'll find a wealth of ideas and tips to help you solve the real life issues you'll face as a student and a professional. You'll even learn techniques and strategies for finding and landing that first job

Motivated Resumes & LinkedIn Profiles Brian E. Howard,2017-11-01 Book Five in Motivated Series by Brian E Howard Resumes are the cornerstone to any successful job search and this resource gives you unprecedented insight and advice from more than a dozen of the most experienced and award winning resume and LinkedIn profile writers in the industry. Get inside the minds of these writers to learn how to create impactful materials that get you interviews and job offers. Learn how they think about keywords, titling, branding, accomplishments, format, color, design and a host of other resume writing and LinkedIn profile considerations. Become an insider and learn the secrets from some of the very best

ACE the IT Resume Paula Moreira,2007-07-13 Create a first rate resume that will get you hired in IT. Stand out in a crowd of IT job applicants by creating and submitting a winning resume and cover letter with help from this practical guide. Fully revised and updated for the latest trends, technologies and in demand jobs. Ace the IT Resume Second Edition reveals how to best showcase your IT skills and experience. You'll get tips for adapting your resume for different formats using the right keywords and getting your resume in the hands of the hiring manager. With an encyclopedia of sample resumes, job descriptions and resume strategies, this is your must have guide to landing a great IT job. Present your skills, experience and education in the most effective format. Optimize your online resume. Customize your resume based on the job you're seeking. Write compelling and relevant cover letters. Avoid common pitfalls and analyze your resume for errors. Discover ways to quickly get hands on experience. Network with IT professionals to make connections

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what you've learned in the clinical setting including case scenarios critical thinking exercises procedures videos and interactive online activities Access to hands on activities incorporates use of SimChart for the Medical Office software sold separately to prepare you for documentation of clinical encounters Patient education and legal and ethical features help relate content to practical use 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 certification practice exams procedure videos and interactive exercises NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid medical foundation 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 Patient centered care is emphasized throughout NEW Improved test bank includes rationales for correct and incorrect answers cognitive leveling for questions and mapping to chapter objectives and exam blueprints

Job Search and Career Checklists Arlene S. Hirsch, 2005 Job Search and Career Checklists will contain 101 checklists 1 to 3 pages

Real World Resumes, 1996

Adweek, 1995 Vols for 1981 include four special directory issues

Telephone Engineer & Management, 1976

Top 300 Careers, 2008 Explore hundreds of careers assess your best career fit and land a job fast with this extensive authoritative resource In one time saving volume job seekers and students find everything they need to research careers learn about pay outlook education and skills needed for about 300 jobs match their personal skills to the jobs and take seven steps to land a good job in less time This book provides thorough current and interesting descriptions for all major jobs covering about 90 percent of the workforce A special book within a book section by career and job search author Michael Farr describes the seven steps that cut job search time in half and includes sample resumes An assessment matches your personal skills with the characteristics of the occupations described in the book

Wine Enthusiast, 2004

College & Research Libraries News, 1999

Telemarketing, 1988

Illinois Municipal Review, 2000

The British Journal of Photography, 2006-10

Waste Age, 1996 The official magazine of Waste Expo

Human Resource Executive, 1994-12

The New Jersey Register, 2006

People Management, 1997

Library Journal, 2002 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately

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