

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 Top Customer Service

Paula Moreira

Resume Template Top Customer Service:

Real-Resumes for Customer Service Jobs Anne McKinney,2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers [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 [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 **Backup Skills for a Tough Job Market** Davi Sal,2013-11-26 Use the strategies here to learn the shortcut to jobs for almost nothing and grow within companies These skills are obtainable and within reach they can create a second income or help you find your niche Most importantly when the inevitable job loss occurs they are the backup needed to stay floating until you get across One skill will not cut it in this shaky worldwide economy You can list your skills and languages as acronyms to help boost your creative mind Look within and find your own personal interests Knowing some of these important skills gives you leveragea key to being more marketable and operating easily within multiple fields Author Davi Sals path was full of temptation as a result of acquiring these additional skills You become a versatile and competitive person creating mobility and more choices for yourself in life Get ready to discover ton of information about other hidden or rare positions in companies that pay very good salary without the requirements of high education Best of all they are your backup plan to help stay in demand during tough time and bad economy Whether or not you have a degree there is still hope to find a shortcut to jobs [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 7 Second CV** James Reed,2019-01-03 Write a killer CV and land your dream job It takes an employer just seven seconds to save or reject a job applicant s CV In this book James Reed chairman of REED Britain s largest recruitment company offers invaluable and

specific advice on what employers want to see in the CVs they receive and how you can stand out from the crowd Unlike other career development books the honest advice presented here has been compiled from one to one interviews surveys and countrywide workshops across REED s network of recruitment consultants This book is an accessible and enjoyable read intensely practical and packed with pull out quotes layout examples and tips Find out what future employers are looking for and take the first step to start loving Mondays again [Resume, Application and Letter Tips for People with Hot and Not-So-Hot Backgrounds](#) Ron Krannich,Caryl Krannich,2006-05-23 Provides 185 tips for writing resumes and cover letters and filling out applications discussing the job search process presenting work history transforming negatives to positives objectives dealing with potential red flags follow up methods and much more

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

Surviving a Layoff Lita Epstein,2008-12-17 Being laid off is a traumatic event Downsized workers must face decisions about reorganizing their lives and their finances while grappling with the emotional grief of losing a job This book is a practical guide to dealing with the tough questions a layoff poses Using a week to week timeline the book offers advice on such topics as coping with grief and anger after a downsizing reorganizing life after a layoff how to launch a job search balancing the job search with family and personal time explaining a layoff to family and friends and more This book will show downsized workers how to reorganize schedules set financial and organizational priorities and go for their next job with confidence and enthusiasm

Business 2003 [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 though 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 [Best Resumes for People Without a Four-Year Degree](#) Wendy S. Enelow,2003-08-04 A rich collection of outstanding resumes produced by professional

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Table of Contents Resume Template Top Customer Service

1. Understanding the eBook Resume Template Top Customer Service
 - The Rise of Digital Reading Resume Template Top Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Top 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 Top Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Top Customer Service
 - Personalized Recommendations
 - Resume Template Top Customer Service User Reviews and Ratings
 - Resume Template Top Customer Service and Bestseller Lists
5. Accessing Resume Template Top Customer Service Free and Paid eBooks

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

6. Navigating Resume Template Top Customer Service eBook Formats

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

7. Enhancing Your Reading Experience

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

8. Staying Engaged with Resume Template Top Customer Service

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

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

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

10. Overcoming Reading Challenges

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

11. Cultivating a Reading Routine Resume Template Top Customer Service

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

12. Sourcing Reliable Information of Resume Template Top Customer Service

- Fact-Checking eBook Content of Resume Template Top 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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