

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

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Clemens Wendtner



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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

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

Job Hack Carisa Montooth, 2014-07-25 Find out how to navigate the ins and outs of the job search in this easy to use guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview question as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get the job you want

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