

# 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

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### **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

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### **BOSTON UNIVERSITY** *Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- 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 How To Customer Service

**Brigitte Niedzwiecki, Julie Pepper, P.  
Ann Weaver**



## **Resume Template How To Customer Service:**

*Resumes For Dummies* Laura DeCarlo, 2019-03-19 Polish up that old resume and land your dream job We've all been there it's time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of *Resumes For Dummies* answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can

**Writing Resumes and Cover Letters For Dummies - Australia / NZ** Amanda McCarthy, Kate Southam, 2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today's tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it's simply not a good time to be looking So how do you make yourself stand out *Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition* shows you how to catch a recruiter's attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve *Writing Resumes and Cover Letters For Dummies* gives you all the tools and tips you need to get noticed and get your dream job

**Step-by-step Resumes** Evelyn U. Salvador, 2006 A step by step guide to writing an outstanding resume that offers expert tips and practical suggestions for filling in employment gaps using customizable ClipBullets choosing the right keywords and more Includes a CD with resume templates and worksheets

*The Resume.Com Guide to Writing Unbeatable Resumes* Warren Simons, Rose Curtis, 2003-08-22 The nation's #1 online resume service offers its exclusive advice on how to craft a winning resume The Resume.com Guide to Writing Unbeatable Resumes draws upon the author's considerable expertise as well as the vast Resume.com database to arm job seekers with Sample resumes for every profession and job category at every level from

entry level to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they ll be able to receive a free resume consultation with one of Resume com s career consultants **The Career Change Resume** Karen Hofferber, Kim Isaacs, 2003-03-22 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers **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 **The Complete Idiot's Guide to the Perfect Resume** Susan Ireland, 2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be **Resume Handbook (3rd)** Arthur D. Rosenberg, David V. Hizer, 1996 Now with more than 250 000 copies of previous editions sold this bestseller shows exactly how to write direct no nonsense resumes that attract jobs This third edition presents sample resumes and letters that have been updated to reflect important changes in today s job market **Writing Effective Resumes** Jeffrey Richard McCabe, McCabe, 1993 **Kinn's The Administrative Medical Assistant E-Book** Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn s The Administrative Medical Assistant An Applied Learning Approach 14th Edition teaches you real world administrative skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition includes expanded content on topics from professionalism and interpersonal skills to billing and coding electronic health records and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With

an easy to read style and practical focus paired with a full complement of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative procedures prepares you to run a medical office 65 step by step illustrated procedures with rationales break down key administrative skills to master Applied approach to learning helps you use what you ve learned in a real world setting including case scenarios critical thinking exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready 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 sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office 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 Coverage of patient centered care featured throughout textbook

The Damn Good Resume Guide Yana Parker,1996  
Guides the reader through the process of creating a successful resume

**The Perfect Resume** Tom Jackson,2004 Tackle the tough employment market and land the job you want Today more than ever it takes a powerful resume to open doors to the opportunities you seek Increasingly important as hiring systems change the right resume defines your objectives your talent and the unique benefits you offer Done right it also gets this information into the hands of the right decision makers Based on new research into hiring and staffing methods executive search electronic screening systems and public and private job banks The Perfect Resume puts you ahead of the pack whether you are after your first job or a competitive senior slot Learn how today s employment process has radically altered the way resumes are used and jobs are filled Understand how to start from the roots of your values needs and desires not simply published help wanted listings Assess your key strengths capabilities and experiences and focus them toward the situations you want most Choose formats and delivery methods that are best able to penetrate electronic and bureaucratic prescreening systems and get interviews Use e mail and custom cover letters to spotlight your worth Review case histories showing how people with special needs adapted their resumes and letters to get heard Decide how to present yourself in a way that makes the most of your best

Resume Handbook 4th Edition Arthur D Rosenberg,David V. Hizer,2003 A guide to writing great r sum s presents sample r sum s for unique

situations new technology for creating resumes and advice on how to take advantage of the hottest trends in the market

**Electronic Resumes** James C. Gonyea, Wayne M. Gonyea, 1996 Easy to use package explains the basics of on line multimedia video and audio resumes      **Resumes! Resumes! Resumes!** ,1997 Presents fifty sample resumes evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths      **Your Career** Julie Griffin Levitt, 2000 This book is appropriate for students of traditional age as well as for adults reentering postsecondary educational systems for retraining or additional training or those who are simply planning for a new job promotion or career

**Business Communication** Richard D. Featheringham, Nancy Csapo, 2004-10      **Expert Resumes for Computer and Web Jobs** Wendy S. Enelow, Louise Kursmark, 2005 Dozens of professional resume writers share their secrets and sample resumes for landing the fastest growing and highest paying jobs in the computer and online industries showing readers how to present technical skills in reader friendly language that employers demand Includes over 180 pages of sample resumes targeted to high tech jobs from entry level to executive      **The Smart Woman's Guide to Resumes and Job Hunting** Julie Adair King, Betsy Sheldon, 1993 Master the job search game whether you're climbing the corporate ladder switching careers or re entering the workforce after years at home This latest edition gathers the most up to date information tips secrets and advice on resume writing job seeking interviewing and salary negotiations and features updated sample resumes

**Perfect Resume Strategies** Tom Jackson, Ellen Perry Jackson, 1992 From the author of the 300 000 copy bestseller The Perfect Resume a unique catalog of sample resumes for the job seeker in need of practical models as well as the insight and inspiration to crack today's tough job market

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## **Table of Contents Resume Template How To Customer Service**

1. Understanding the eBook Resume Template How To Customer Service
  - The Rise of Digital Reading Resume Template How To Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template How To 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 How To Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template How To Customer Service
  - Personalized Recommendations
  - Resume Template How To Customer Service User Reviews and Ratings

- Resume Template How To Customer Service and Bestseller Lists
- 5. Accessing Resume Template How To Customer Service Free and Paid eBooks
  - Resume Template How To Customer Service Public Domain eBooks
  - Resume Template How To Customer Service eBook Subscription Services
  - Resume Template How To Customer Service Budget-Friendly Options
- 6. Navigating Resume Template How To Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template How To Customer Service Compatibility with Devices
  - Resume Template How To Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template How To Customer Service
  - Highlighting and Note-Taking Resume Template How To Customer Service
  - Interactive Elements Resume Template How To Customer Service
- 8. Staying Engaged with Resume Template How To Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template How To Customer Service
- 9. Balancing eBooks and Physical Books Resume Template How To Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template How To Customer Service
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template How To Customer Service
  - Setting Reading Goals Resume Template How To Customer Service
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template How To Customer Service
  - Fact-Checking eBook Content of Resume Template How To 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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dissoiut n 30d g of water w 4 which salt shows the least change

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web solvents the larger volume of the mixture and solutes the smaller volume of the mixture for example a hot chocolate is a solution in which the solute the chocolate powder is dissolved in the solvent the milk or water the solute and solvent can be

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web they should be able to come up with the following answers stir the water increase the temperature and increase the amount of water alternately you may challenge the students to a contest

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web use a solubility curve to determine whether a solution is saturated or unsaturated and to estimate the amount of excess solute that remains undissolved in the solution

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web use the solubility curve to answer these questions determine how much potassium nitrate will dissolve in 20 g of water at 40 °C 200 cm<sup>3</sup> of saturated lead(II) nitrate solution was prepared at a temperature of 90 °C

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web analysis construct a solubility curve using the mass of solute that will dissolve in 100 g of water at a specified

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