

CUSTOMER SERVICE (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@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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**United States. Bureau of Labor
Statistics**



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Resumes For Dummies Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams **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 **Occupational Outlook Handbook** United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover *Occupational Outlook Handbook*, 2010 Describes 250 occupations which cover approximately 107 million jobs *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

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 naiveté 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

Occupational outlook handbook, 2010-11 (Paperback) ,1990 Graduating Engineer & Computer Careers ,2004

THE BIG BOOK OF JOBS 2012-2013 McGraw Hill, 2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you've recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges

Resume Writing and Interviewing Techniques that Work Robert R. Newlen, 2006 Starting a career as a librarian moving or looking for a new job Robert Newlen offers this brand new comprehensive resource as a guide to get you through every step of landing the ideal library job Detailed guidance for authoring attention grabbing cover letters the most important part of any application package will help you capture that administrator's attention and get your resume and application read

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 **HTML**

Complete Concepts and Techniques Gary B. Shelly, Thomas J. Cashman, Denise M. Woods, 1999 Part of the highly successful Shelly Cashman series this text leads the user through a clear step by step screen by screen approach to learning HTML Readers learn how to create a Web page using HTML format the page add graphics and more with this exciting new text

People Management, 1999

Knock Em'dead Resumes (6th) Martin Yate, 2004 Presents detailed information on resume writing including step by step instruction for creating effective resumes advice for online job searching and examples of successful resumes with their cover letter

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

Beyond Blue Suits and Resumes Annette L. Segall, 1995 A clear complete and concise guide for employed as well as unemployed job seekers Sprinkled with humor and delightful graphics it shows everything you need to know and do in order to get a job quickly

What Color is Your Parachute? Richard Nelson Bolles, 1995 A practical manual for job hunters and career changers

Adweek, 1997 Vols for 1981 include four special directory issues

Guide to America's Federal Jobs, 2001

Guide to Internet Job Searching 2004-2005 Margaret Riley Dikel, Margaret F. Dikel, Frances E. Roehm, 2004 A guide to using the Internet in job searches that provides information on how to target the most interesting jobs in the most promising companies and apply for those jobs with confidence online or on paper

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