

# CUSTOMER SERVICE RESUME

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*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

# Resume Template Near Me Customer Service

**Linda Erickson**

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*The Software Encyclopedia 2000* Bowker Editorial Staff,2000-05    *Iowa Career Resource Guide* ,2008    Microsoft Office SharePoint Designer 2007 Robert T. Grauer,Daniela Marghitu,2009 For introductory courses in Microsoft Office SharePoint Designer The goal of the Exploring series has been to move students beyond the point and click helping them understand the why and how behind each skill    *Microsoft Word 2002 MOUS* Linda Erickson,2002-10 For courses in MOUS Certification The book focuses on preparing the user to pass the associated Microsoft Office User Specialist MOUS certification exam Its step by step tutorials show how to complete the required procedures in a clear concise and direct manner The tutorials are organized to match the order of the skill sets and skills being measured as published on Microsoft s MOUS website    PC Magazine ,1998    Stepping Thru Ms Office Int03tx Fulton,Nielsen,2004-04    **Careers in**

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**Automotive News** ,2002    **Quill & Scroll** ,1997    **Kaplan GMAT 2004** Kaplan, Inc,2003 Nearly 200 000 M B A aspirants take the GMAT annually to gain admission to business school a growing number year after year This year even more students are expected to take the GMAT to make themselves more competitive in the job marketplace Kaplan GMAT 2004 features Proven strategies to score higher on all areas of the CAT Computer Adaptive Test Hundreds of realistic practice questions One full length exam with detailed explanations for every answer Expert advice on writing effective essays Since 1997 when the GMAT became available exclusively on computer Kaplan has offered innovative computer adaptive test taking strategies    **Microsoft Word 2002 MOUS Core Level** Linda Erickson,2002 Overview This series of test prep books focuses on preparing the user to pass the associated Microsoft R Office User Specialist MOUS certification exams Its step by step tutorials show how to complete the required procedures in a clear concise and direct manner The tutorials are organized to match the order of the skill sets and skills being measured as published on Microsoft s MOUS Web site Key Features End of Skill Set Exercises These two levels of reinforcement Skill Drill and Challenge emphasize hands on skill development Each exercise is independent of the other which allows the student to complete the tasks in any order Notes Skill sets include three types of notes If You Have Problems Alternate Ways and In Depth The first displays only hands on steps Alternate Ways describe shortcuts and alternate methods of completing a task Finally In Depth gives extra tips special hints and explanations of related topics Illustrations Multiple illustrations add visual appeal and reinforce learning in each skill area The display of an icon each time a new button is introduced helps the user gain an understanding of the basic concepts In addition screen shots are displayed with key steps to allow the student to check against the results on the monitor Author Interaction Across All Application Texts in the Series All texts within the MOUS prep series reflect the efforts of experienced authors using guidelines developed by Series Editors The student will find consistency within and among all titles in the series Instructor Resources Instructor resources include an Instructor s Resource CD ROM IRCD andCompanion Website The IRCD includes PowerPoints Test Manager Student Data Files Instructor s Manuals and Solutions Files for all four applications Go to [www.prenhall.com/phit](http://www.prenhall.com/phit)    **The Engineer** ,1890

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