

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

Resume Template Near Me Customer Service

Linda Ericksen



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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 Ericksen,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,Neilsen,2004-04 **Careers in Advertising** Eva Lederman,1998 Consumers are bombarded with thousands of advertisements every day but that s nothing compared to the number of resumes employers see at an ad agency Everyone knows that landing a job in advertising is no easy sell How do you put together a good enough book to get a copywriting job or break into the business as an account planner In *Careers in Advertising* experts from each department explain their work and share ideas and advice on how to get a job Readers will get a first hand look at how things work in high powered departments such as Account Management at TBWA Chiat Day The Creative Department at Grey Advertising The Media Department at FCB Leber Katz Partners The Research Department at Leo Burnett New Business at Ogilvy and Mather Worldwide The Traffic Department at Adler Boschetto Peebles Partners Interactive Advertising at Thunder House Online Marketing A comprehensive directory of more than 200 ad agencies and industry associations across the U S provides all the information a job seeker needs including personnel contacts at each firm Ad executives from an array of specialty areas have contributed to this book including Shelly Lazarus CEO of Ogilvy Mather Worldwide and Regina Leonard Associate Manager of Human Resources at BBDO Worldwide Los Angeles Lawyer ,1998 **GMAT Verbal Workbook** Ingrid Multhopp,2003 Resumes For Dummies Joyce Lain Kennedy,2011-01-13 Write a winning resume and land that job interview Is your job search stalling out after you submit a resume but before you re offered an interview With a recession that has caused a 10% unemployment rate affecting 15 3 million Americans having a winning resume is vital to securing an interview and it demands a fresh look at how you write your resumes and market yourself Whether you re entering the job market for the first time looking for a new job after a lay off or changing careers *Resumes For Dummies* shows you the ropes and rules for a new era in recruiting and jobsearching Instructions for writing an inclusive core resume Tips on targeting a known position or tailoring a resume to specific industries Common resume writing mistakes to avoid Updated with the latest information on privacy issues in the electronic age *Resumes For Dummies* is your go to guide for getting your foot in the door The CPA Journal ,2007 **Mechanical Engineering** ,1970 *Navajo Times* ,1972 Embedded Systems Programming ,1997-07 *Aviation Week* ,1949

Automotive News ,2002 **Quill & Scroll** ,1997 Kaplan GMAT 2004 Kaplan, Inc,2003 Nearly 200 000 M B A aspirants tke 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 Ericksen,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 **The Engineer** ,1890

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Table of Contents Resume Template Near Me Customer Service

1. Understanding the eBook Resume Template Near Me Customer Service
 - The Rise of Digital Reading Resume Template Near Me Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Near Me 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 Near Me Customer Service
 - User-Friendly Interface

4. Exploring eBook Recommendations from Resume Template Near Me Customer Service
 - Personalized Recommendations
 - Resume Template Near Me Customer Service User Reviews and Ratings
 - Resume Template Near Me Customer Service and Bestseller Lists
5. Accessing Resume Template Near Me Customer Service Free and Paid eBooks
 - Resume Template Near Me Customer Service Public Domain eBooks
 - Resume Template Near Me Customer Service eBook Subscription Services
 - Resume Template Near Me Customer Service Budget-Friendly Options
6. Navigating Resume Template Near Me Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Near Me Customer Service Compatibility with Devices
 - Resume Template Near Me Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Near Me Customer Service
 - Highlighting and Note-Taking Resume Template Near Me Customer Service
 - Interactive Elements Resume Template Near Me Customer Service
8. Staying Engaged with Resume Template Near Me Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Near Me Customer Service
9. Balancing eBooks and Physical Books Resume Template Near Me Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Near Me Customer Service
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Resume Template Near Me Customer Service
 - Setting Reading Goals Resume Template Near Me Customer Service
 - Carving Out Dedicated Reading Time

12. Sourcing Reliable Information of Resume Template Near Me Customer Service
 - Fact-Checking eBook Content of Resume Template Near Me 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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