

CUSTOMER SERVICE RESUME

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(843) 204-5645

Andrew.Black@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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**United States. Bureau of Labor
Statistics**

Resume Template Review Customer Service:

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

Careers in Healthcare and Beyond Evelyn Lee, 2021-07-28 According to the U S Bureau of Labor Statistics some of the fastest

projected job growth will occur in the healthcare healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many opportunities to consider It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey This book is also intended for those who currently work in healthcare but may be considering a different job in the field

How to Find Your Dream Sales Job - The Future is Yours to Create!

Susan A. Enns, 2020-09-01 Sales is considered to be one of the most recession proof careers Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in

your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to evaluate a job offer how to resign from your current job it's all in this book More Details A study published by Jobfox identified Sales

Representative Business Development as the most recession proof profession Profit Magazine reported Finding the right sales talent was one of the biggest concerns facing sales organizations today Similar studies conducted annually by

Manpower Inc report that the position of sales representative is consistently considered by management as one of the most difficult jobs to fill According to the research in the book How to Hire Develop Your Next Top Performer The Five Qualities

That Make Sales People Great 1 in 4 people have an aptitude and are well suited for a career in sales So if there are that many sales organizations always looking to hire sales people and so many people have the ability to sell why are so many sales people having difficulties finding their dream sales position It's probably because few of us are ever taught how to

actually find it This eBook is going to fix that How to Find Your Dream Sales Job The future is yours to create will ask and answer four basic questions 1 Why should you consider a career in sales 2 How to know if you would be good at it 3 What

does your dream job look like 4 How do you go out into the job marketplace and find it Why should you consider a sales career how to know if you would be good at it how to write a resume and a gender neutral cover letter what to include in your LinkedIn profile how to do interview prep what to wear how to access the hidden job market how to evaluate a job offer how to resign from your current job IT S ALL IN THIS BOOK Written by Susan A Enns a sales coach and author who has been in sales in one form or another for well over 3 decades Over those 30 plus years in all capacities at all levels of sales sales management and executive level management she has interviewed hundreds maybe even thousands of candidates for various sales and sales management positions With that experience under her belt and a record of proven performance to her credit she wrote this book She started to write it the day she met a very enterprising young man who wanted to start a career in sales He told her he found a company online and they were going to charge him more than 3000 to teach him how to find a sales job She thought at the time that was highway robbery let alone questioning if it was even legal She finished writing it shortly after the COVID 19 Pandemic of 2020 changed the world and so many talented sales people were forced to change jobs and were hitting the job market on a moment s notice As Confucius once said Choose a job you love and you will never have to work a day in your life Susan has had such a rewarding career in sales she wants to help you explore the same opportunity So let s get started **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 **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 *Occupational outlook handbook, 2010-11 (Paperback)* ,1990 *best review* ,1993 **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 *Creating Workforce Development Systems that Work: Designing and delivering one-stop services* ,1997 **Resumes for the 50+ Job Hunter** VGM Career Books (Firm),2003 For job seekers wanting to create effective resumes that hit the target every time the VGM Professional Resumes series is here to help them reach that goal Each book in the series offers essential advice plus 100 sample resumes and 20 cover letters tailored to a job seeker s needs or field of interest Includes a variety of resume formats

tips on highlighting strengths and using active vocabulary and helpful work sheets for gathering personal information

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Book jacket **The Career Coward's Guide to Resumes** Katy Piotrowski, 2008 This third book in the Career Coward's series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers through all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You'll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

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