

# CUSTOMER SERVICE (COMBINATION)

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## 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

# Resume Template Price Customer Service

**Ensheng Dong**



**Resume Template Price Customer Service:**

## Whispering the Techniques of Language: An Mental Quest through **Resume Template Price Customer Service**

In a digitally-driven world wherever screens reign great and instant communication drowns out the subtleties of language, the profound secrets and mental nuances concealed within words often go unheard. Yet, set within the pages of **Resume Template Price Customer Service** a fascinating fictional prize blinking with organic thoughts, lies an extraordinary quest waiting to be undertaken. Written by a skilled wordsmith, this wonderful opus attracts visitors on an introspective journey, delicately unraveling the veiled truths and profound impact resonating within the material of every word. Within the mental depths with this poignant evaluation, we will embark upon a heartfelt exploration of the book is core themes, dissect its interesting publishing style, and fail to the powerful resonance it evokes deep within the recesses of readers hearts.

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