

CUSTOMER SERVICE RESUME

1421 Whitney Blvd., Mt Pleasant, SC 29466

(843)-204-5645

Andrew.Black@jgmail.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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Xiang Xie



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Resume Mastery Rosalind Kincaid, AI, 2025-02-28 Unlock your career potential with Resume Mastery a comprehensive career guide designed to transform your resume from a mere summary into a powerful marketing tool This book delves into the evolution of resumes highlighting how they've transitioned from simple qualification lists to sophisticated branding documents Understand the critical role of Applicant Tracking Systems ATS and learn how to strategically incorporate keywords to enhance your resume's visibility Discover how tailoring your resume is key to making a strong first impression and securing interviews in today's competitive job market directly influencing your long term career trajectory The book takes a step by step approach starting with the fundamentals of effective resume writing including formatting language and content selection It then progresses through various resume types and the art of crafting compelling accomplishment statements A unique aspect of this book is its focus on the psychological elements of resume creation exploring why certain elements resonate more effectively with recruiters Resume Mastery not only provides the how but also the why behind resume best practices supported by industry data case studies and insights from recruiters Equip yourself with the knowledge and tools needed to create a resume that not only showcases your skills and experience but also aligns with your career goals ultimately leading to job search success and salary negotiation advantages

Working Mother ,1998-07 The magazine that helps career moms balance their personal and professional lives

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

Graduating Engineer & Computer Careers ,2004

PC World ,1993

People Management ,1999

Proceedings of National Electric Light Association National Electric Light Association. Convention, 1930

British Bee Journal & Bee-keepers Adviser ,1900

Music Trades ,1922

The Solicitors' Journal and Reporter ,1896

Retail Coalman ,1917

Transport Salaried Staff Journal ,1923

Ice and Refrigeration ,1924

British and Colonial Printer and Stationer ,1916

Taxation ,2003

Decision Support Systems and Intelligent Systems Efraim Turban, Jay E. Aronson, 2001 This text covers the latest decision support theories and practices used by managers and organizations

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Drug Markets ,1926

Employment and Training Reporter ,1998

The Commercial Car Journal ,1924

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Table of Contents Resume Template Deal Customer Service

1. Understanding the eBook Resume Template Deal Customer Service
 - The Rise of Digital Reading Resume Template Deal Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Deal 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 Deal Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Deal Customer Service

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

- Fact-Checking eBook Content of Resume Template Deal 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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