

# CUSTOMER SERVICE RESUME

1421 Whitney Blvd., Mt Pleasant, SC 29406

(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

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### 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

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### BOSTON UNIVERSITY

*Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- 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 2025 Customer Service

**Hussin A.Rothana**



**Resume Template 2025 Customer Service:**

## **Resume Template 2025 Customer Service** Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Resume Template 2025 Customer Service**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve into the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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