

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

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 Today Customer Service

Brendan G. Carr



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American working population but what's worse is the lack of resources and coaching to help today's employee find the career satisfaction they seek. In this innovative step-by-step guide, workplace expert, professional development specialist and nationally syndicated career advice columnist J. T. O'Donnell (www.jtodonnell.com) unlocks the secrets to working smarter when it comes to creating a career you can get excited about. With more than 15 years' experience having coached thousands of individuals, O'Donnell will show you how to develop an authentic definition of professional success that will get you results. Here's what readers have to say: Her strategic approach really helped me flesh out what traits and experience I brought to the table for a potential employer in a different field. Her methods, encouragement and continued support have led me to find the right career path. Helen D. I hated my job, wanted out and didn't know where to begin. I had a decision to make: I could continue on the track to working my 9-5 job in front of a desk and let it define me and make me miserable, or look for something different. J. T. showed me that it's not your job that defines you at all; it's you who defines your job. She worked with me to figure out my strengths and work on my weaknesses. J. T. helped me learn that who I am is far more than the paycheck I bring in. Through that exploration of my own real desires, J. T. helped me to realize that I needed a far more creative outlet to be successful in. I can truly say that without J. T.'s help, I certainly would not be where I am today. I'm more aware of my life and the people in it. I absolutely love my job and really feel successful. I owe an immense amount of gratitude to J. T. for getting me to this place in my life. Danielle H.

The information in this book is so on target, I wish I'd found it earlier in my career. I can't begin to express what it is like to have finally found not just the reasons but the solutions to my past career disappointments. John T.

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Over-40 Job Search Guide Gail Geary,2005 Describes ten strategies designed to help job seekers over forty avoid or overcome discrimination and turn their age into an advantage in the job market

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