

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 Review Customer Service

Hiyaguha Cohen



Resume Template Review Customer Service:

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

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

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

[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

The No-pain Resume Workbook Hiyaguha Cohen,1992 Writing a resume doesn t have to be a stressful event This guide contains fill in the blank forms for each component of the resume with much of the wording already provided Writing a resume has never been easier Includes sample resumes and cover letters plus an optional mail in fax in critique and typesetting service Cartoons graphics and

quotations throughout *Lexis-Nexis for Law Students* Steven Emanuel,1995 *The Career Change Resume* Kim Isaacs,Karen Hofferber,2003 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers **The Black Collegian** ,1998 *The Quality Management Journal* ,1996 **The Software Encyclopedia** ,1997 **The On-line Job Search Companion** James C. Gonyea,1995 Boot up log on and find work This accessible guide to job hunting and career building the electronic way tells job seekers everything they need to know about hardware software on line services and related technologies that can connect them instantly to thousands of employers and job bank databases *Improving Business Communication Skills* Deborah Britt Roebuck,2001 This clear concise user friendly book strives to deliver vital communication skills that future professionals need to be successful in both their careers and personal lives It offers readers the opportunity to involve themselves in the subject matter in a creative self directed fashion thus enhancing the learning process The book provides readers with complete guidelines for writing letters memos and reports preparing and delivering presentations and using technology to communicate For individuals in need of a review or introduction of business communication skills *Reinvention Federal Resumes* Kathryn K. Troutman,1997-11 Federal Resume Writing 101 12 resume writing exercises including 6 exercises which focus on your Work Experience Thought provoking exercises which cover the mission statement customer service procedures including recognitions and highlighting skills from the announcement also an outstanding sample of a Resmix Resume A total case study GS 12 federal resume KSA and cover letter Click her to learn more about Reinvention **Photographer's Market** Melissa Milar,William Brohaugh,1991 **New Scientist** ,2002 **Resumes For Dummies** Joyce Lain Kennedy,1998-05-29 Contains tips and suggestions for creating a resume that will be noticed by prospective employers includes information on choosing a format drafting a summary statement using key words and formatting a digital resume Adweek ,1998 Vols for 1981 include four special directory issues

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his research interests include the sociology of the professions organizational theory and the management of professional services firms he has published in several leading management sociology and law journals and co edited a book *redirections in the study of expert labour established professions and new expert occupations* for palgrave

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