

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

Steve Brennan



Resume Template Today Customer Service:

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 naivet 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 **Job Hack**

Carisa Montooth,2014-07-23 Find out how to navigate the ins and outs of the job search in this easy to use guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job that you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview questions as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get to the job you want **Learning Employment Readiness Skills - How to Re-Enter Today's Competitive Workforce.** Steve Brennan,2013-10-03 Your hands on guide for achieving a successful employment conclusion Specific job search activities self assessment quizzes understanding your transferrable skills outreach letters tips for writing quality recession proof resumes interviewing techniques and much more **The Military Spouse's Employment Guide** Janet I. Farley,2012-01-01 This book is designed to help military spouses find employment despite facing many obstacles related to their mobile lifestyles It includes expert advice on developing a successful career networking financing higher education using effective job search techniques handling employer objections being overqualified writing resumes and letters handling job interviews working for the federal government and much more **Current Interview for Engineers: Winning Strategies & Q&A** Gyan Shankar,2025-09-02 A practical interview guide for fresh graduates and experienced engineers Covers strategies Q A AI and programming skills and proven tips from a former Corporate HR Head Includes 24 chapters of preparation insights and model answers to help you perform with clarity confidence and impact Ten Steps to Succeeding at ANY College Tina Fletcher,Trina Fletcher,2011-11-25 Tina Experience United States Senate Southern Education Foundation Office of the First Lady Michelle Obama Obama for America campaign Anacostia HS Trina B S Industrial Tech Experience Lockheed Martin Caterpillar Kellogg s Johnson Inspiring Woman for the WNBA Liberty GWU Service Excellence Award **Careerealism** J. T. O'Donnell,2008-04 Why are so many people unhappy on the job As many as 7 out of 10 Americans are currently dissatisfied with their careers Expensive college degrees are seen by our society as a requirement to enter the American workforce Yet many students fail to graduate with the skills and knowledge necessary to embark on a satisfying career path The result is an unprepared individual saddled with debt and frustrated with a system that has left them hanging with respect to making good career decisions The concept of work life balance continues to elude our society as thousands of workers complain of living to work instead of working to live It s no secret that career satisfaction eludes much of the 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. [ACE the IT Resume](#) Paula Moreira, 2007-07-13 Create a first-rate resume that will get you hired in IT. Stand out in a crowd of IT job applicants by creating and submitting a winning resume and cover letter with help from this practical guide. Fully revised and updated for the latest trends, technologies, and in-demand jobs, *Ace the IT Resume, Second Edition* reveals how to best showcase your IT skills and experience. You'll get tips for adapting your resume for different formats, using the right keywords, and getting your resume in the hands of the hiring manager. With an encyclopedia of sample resumes, job descriptions, and resume strategies, this is your must-have guide to landing a great IT job. Present your skills, experience, and education in the most effective format. Optimize your online resume. Customize your resume based on the job you're seeking. Write compelling and relevant cover letters. Avoid common pitfalls and analyze your resume for errors. Discover ways to quickly get hands-on experience. Network with IT professionals to make connections. **Graduating Engineer & Computer Careers**, 2004 **Word 2002 Introductory** Sarah E. Hutchinson-Clifford, Glen J. Coulthard, 2001-10 The Advantage Series presents the Feature Method Practice approach to computer software applications to today's technology and business students. This series implements an efficient and effective learning model which enhances critical thinking skills and provides students and faculty with complete application coverage. The primary market is the Introduction to Computing CIS computer literacy course requiring a lab component that covers software applications. Other course areas include Adult

and Continuing Education Individual Application courses which are one credit hour designed to provide a brief introduction to a single software application **Business Software** ,1988-06 Current ,1986 **The Nation** ,1988 **Kinn's Medical Assisting Fundamentals** Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2018-08-31 Launch your Medical Assisting career with Kinn s Medical Assisting Fundamentals Administrative and Clinical Competencies with Anatomy RMA and CMAS from American Medical Technologist CCMA and CMAA from the National Healthcareer Association NCMA from the National Center for Competency Testing and CMAC from the American Medical Certification Association Emphasis on anatomy and physiology along with pathology signs symptoms diagnostic procedures and treatments enables you to meet key competencies Strong focus on medical terminology includes feature boxes that highlight chapter related medical terminology to help you learn word parts pronunciation and definitions Math exercises embedded throughout the text challenge you to sharpen your math skills Procedures are mapped to CAAHEP and ABHES accreditation standards down to the step offer rationales for each step and can be conveniently performed in the classroom Customer Service boxes in appropriate chapters help you develop the soft skills that employers seek when hiring Medical Assistants Applied learning approach introduces a case scenario at the beginning of each chapter and then revisits it throughout the chapter to help you understand new concepts as they are presented Chapter learning tools include vocabulary with definitions critical thinking applications and content that ties directly to the order of learning objectives Pharmacology glossary of the top 100 150 most common over the counter and prescription medications gives you quick access to pronunciation guides generic and trade names and drug classification 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 **Confidential Bulletin** National Retail Merchants Association (U.S.),1930 **Gas Industry** ,1923 Electrical World ,1923 **The Canada Lancet and Practitioner. ...** ,1921 **Editor & Publisher** ,1985-10

This book delves into Resume Template Today Customer Service. Resume Template Today Customer Service is an essential topic that must be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Resume Template Today Customer Service, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:

- Chapter 1: Introduction to Resume Template Today Customer Service
- Chapter 2: Essential Elements of Resume Template Today Customer Service
- Chapter 3: Resume Template Today Customer Service in Everyday Life
- Chapter 4: Resume Template Today Customer Service in Specific Contexts
- Chapter 5: Conclusion

2. In chapter 1, this book will provide an overview of Resume Template Today Customer Service. This chapter will explore what Resume Template Today Customer Service is, why Resume Template Today Customer Service is vital, and how to effectively learn about Resume Template Today Customer Service.

3. In chapter 2, this book will delve into the foundational concepts of Resume Template Today Customer Service. The second chapter will elucidate the essential principles that must be understood to grasp Resume Template Today Customer Service in its entirety.

4. In chapter 3, this book will examine the practical applications of Resume Template Today Customer Service in daily life. This chapter will showcase real-world examples of how Resume Template Today Customer Service can be effectively utilized in everyday scenarios.

5. In chapter 4, this book will scrutinize the relevance of Resume Template Today Customer Service in specific contexts. The fourth chapter will explore how Resume Template Today Customer Service is applied in specialized fields, such as education, business, and technology.

6. In chapter 5, this book will draw a conclusion about Resume Template Today Customer Service. This chapter will summarize the key points that have been discussed throughout the book.

This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Resume Template Today Customer Service.

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Table of Contents Resume Template Today Customer Service

1. Understanding the eBook Resume Template Today Customer Service
 - The Rise of Digital Reading Resume Template Today Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Today 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 Today Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Today Customer Service
 - Personalized Recommendations
 - Resume Template Today Customer Service User Reviews and Ratings
 - Resume Template Today Customer Service and Bestseller Lists
5. Accessing Resume Template Today Customer Service Free and Paid eBooks
 - Resume Template Today Customer Service Public Domain eBooks
 - Resume Template Today Customer Service eBook Subscription Services
 - Resume Template Today Customer Service Budget-Friendly Options
6. Navigating Resume Template Today Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Today Customer Service Compatibility with Devices
 - Resume Template Today Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Today Customer Service
 - Highlighting and Note-Taking Resume Template Today Customer Service
 - Interactive Elements Resume Template Today Customer Service

8. Staying Engaged with Resume Template Today Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Today Customer Service
9. Balancing eBooks and Physical Books Resume Template Today Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Today Customer Service
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Resume Template Today Customer Service
 - Setting Reading Goals Resume Template Today Customer Service
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template Today Customer Service
 - Fact-Checking eBook Content of Resume Template Today 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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