

# ALDEN HAWTHORNE

PROFESSIONAL CUSTOMER SERVICE

## CONTACT

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(123) 456-7890   
Harrisburg, PA   
[LinkedIn](#) 

## EDUCATION

Bachelor of Science  
Marketing and Management  
Carthage College  
2010 - 2014  
University Park, PA

## SKILLS

Intercom  
Kayako  
Qualtrics  
Helpjuice  
Atlassian Confluence  
Microsoft SharePoint  
Slack

## CERTIFICATIONS

Certified Customer Service  
Professional (CCSP)

## CAREER OBJECTIVE

Dedicated customer service expert with a deep understanding of Genesys Cloud, Kayako, and Qualtrics. With 10+ years of experience in customer service, I'm eager to join the Capital BlueCross team and foster positive relationships with members while enhancing the efficiency of customer service operations.

## WORK EXPERIENCE

### Financial Services Representative

Wells Fargo

June 2018 - current / Harrisburg, PA

- Promoted remote collaboration by facilitating 200+ virtual meetings with clients via GoToMeeting, which cut travel expenses by 40%.
- Provided financial advice to 130+ clients, helping them meet their goals and resulting in a **27% increase in client referrals**.
- Conducted customer satisfaction surveys using Qualtrics that resulted in actionable insights, which improved service delivery by 18%.
- Managed over 650+ client accounts in Microsoft Dynamics 365, maintaining high client satisfaction rates.

### Telemarketer

Vector Marketing

March 2014 - May 2018 / Harrisburg, PA

- Generated \$85,000+ through over-the-phone sales and exceeded the annual target by 42% over a 12-month period.
- Conducted 80+ cold calls daily, resulting in an average of **25 new leads per week**.
- Increased market share by 8% based on actionable data gathered from monitoring and analyzing competitors' strategies.
- Trained and mentored 8 new telemarketers, improving their sales performance by 36%.

### Restaurant Server

Applebee's

October 2012 - January 2014 / State College, PA

- Upsold an average of 12 meals per shift by recommending popular items and daily specials.
- Reduced average waiting time by 13% by coordinating with kitchen staff to ensure timely delivery of orders.
- Managed special events and large party reservations, **increasing large party bookings by 29%**.
- Decreased complaint escalations by demonstrating strong conflict resolution and people management skills.

# Macbook 2025 Customer Service

**M Mosston**



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## **Table of Contents Macbook 2025 Customer Service**

1. Understanding the eBook Macbook 2025 Customer Service
  - The Rise of Digital Reading Macbook 2025 Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Macbook 2025 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 Macbook 2025 Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Macbook 2025 Customer Service
  - Personalized Recommendations
  - Macbook 2025 Customer Service User Reviews and Ratings
  - Macbook 2025 Customer Service and Bestseller Lists
5. Accessing Macbook 2025 Customer Service Free and Paid eBooks
  - Macbook 2025 Customer Service Public Domain eBooks
  - Macbook 2025 Customer Service eBook Subscription Services
  - Macbook 2025 Customer Service Budget-Friendly Options

6. Navigating Macbook 2025 Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Macbook 2025 Customer Service Compatibility with Devices
  - Macbook 2025 Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Macbook 2025 Customer Service
  - Highlighting and Note-Taking Macbook 2025 Customer Service
  - Interactive Elements Macbook 2025 Customer Service
8. Staying Engaged with Macbook 2025 Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Macbook 2025 Customer Service
9. Balancing eBooks and Physical Books Macbook 2025 Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Macbook 2025 Customer Service
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Macbook 2025 Customer Service
  - Setting Reading Goals Macbook 2025 Customer Service
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Macbook 2025 Customer Service
  - Fact-Checking eBook Content of Macbook 2025 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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