

# CUSTOMER SERVICE RESUME

1421 Whitney Blvd., Mt Pleasant, SC 29466

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*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 This Week Customer Service

**Daniela Niemeyer**



## **Resume Template This Week Customer Service:**

*CONGRATULATIONS! YOU'RE HIRED* Mrs.K.Anu Indravathi, For interview etiquette remember to arrive on time dress professionally maintain good posture make eye contact and offer a firm handshake Be attentive listen actively and answer questions concisely Express gratitude at the end and follow up with a thank you email Avoid distractions like phones and be mindful of body language Overall showcase professionalism and enthusiasm throughout the interview *101 Best Resumes to Sell Yourself* Jay A. Block,2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields

*10 Strategies for Reentering the Workforce* Mary E. Ghilani,2008-12-30 10 Strategies for Reentering the Workforce Career Advice for Anyone Who Needs a Good or Better Job Now is an easy to read guide for anyone who needs to reenter the workforce because of economic necessity a plant closing corporate downsizing divorce injury or other life changing circumstance including the simple desire for a new challenge Expert career counselor Mary E Ghilani identifies each type of career changer and discusses the unique challenges each group faces the options available to them and strategies for finding a new job or successfully returning to school to upgrade skills The book also offers numerous ways to overcome obstacles and defeat the common yes buts that prevent people from achieving a satisfactory work life This book will directly help unemployed and mid career workers who need to find a better job quickly to keep their heads above water But it will also be of great service to those who can take some time to completely reassess where they are and where they are going In her practice as director of a career center Ghilani often hears common laments like I wish I had a job that or I always wanted to be a These statements are usually followed up with But now it s too late or I don t have the skills or It will take too long or cost too much Her response Do work that you enjoy for the remaining working years of your life even if it means going back to school or starting at the bottom of the ladder That she explains is a much better alternative to toiling unhappily while awaiting retirement Besides great advice the book also contains hands on tools for figuring out what constitutes a great job sample resumes and cover letters and a list of Web sites catering to those eager to reenter the workforce or find a better job

*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

**Publishers Weekly** ,1978 The Publishers Weekly ,1972 **Optometric Weekly** ,1925 Editor & Publisher ,1914

**Expert Resumes for Computer and Web Jobs** Wendy S. Enelow,Louise Kursmark,2001 With the help of this guide readers learn how to present technical skills in reader friendly language that employers will appreciate Includes 150 letter perfect resumes written by professionals who understand the technical job market *Take Hold of Your Future* JoAnn Harris-Bowlsbey,1991 Billboard Music Week ,1929 **Floor Covering Weekly** ,2005 American Scientist ,1942

**Brandweek** ,2002-10      **Mediaweek** ,1994-07      **Weekly Florists' Review** Gilbert Leonard Grant,1929

*Broadcasting* ,1970      **The Hollywood Reporter** ,2006      *Blue Collar & Beyond* Yana Parker,1995 A resume

instruction book for blue collar workers who have been largely left out of existing books on resume writing      **Resumes For Dummies** Laura DeCarlo,2015-07-14 Master the art of resume writing and boost your chances of getting hired With unemployment rates still running high getting an edge up on the competition in your field whatever it may be can be an intimidating and exhausting undertaking Luckily Resumes For Dummies is here to serve as your life raft as you navigate the murky waters of a modern day job search Inside you ll find 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 There s nothing easy and breezy about looking for a new job whether you currently have one or not But rather than succumbing to the panic that might convince you to hide under the covers Resumes For Dummies arms you with the confidence you need to write a resume that will have prospective employers knocking your at your door Includes tips on avoiding common resume writing mistakes Provides updates on the latest changes in the job market that you ll need to take into account when writing a resume Outlines how to approach a lay off in a professional light Covers how to confront privacy and reputation issues in online social job search Whether you re a recent graduate second timer looking for your next job prime timer who hasn t job searched in decades or the unfortunate victim of a lay off Resumes For Dummies takes the fear out of putting your skills on paper and sets you on the path to getting your foot in the door and landing the job of your dreams

## Reviewing **Resume Template This Week Customer Service**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Resume Template This Week Customer Service**," an enthralling opus penned by a very acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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### **Table of Contents Resume Template This Week Customer Service**

1. Understanding the eBook Resume Template This Week Customer Service
  - The Rise of Digital Reading Resume Template This Week Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template This Week 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 This Week Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template This Week Customer Service
  - Personalized Recommendations
  - Resume Template This Week Customer Service User Reviews and Ratings
  - Resume Template This Week Customer Service and Bestseller Lists

5. Accessing Resume Template This Week Customer Service Free and Paid eBooks
  - Resume Template This Week Customer Service Public Domain eBooks
  - Resume Template This Week Customer Service eBook Subscription Services
  - Resume Template This Week Customer Service Budget-Friendly Options
6. Navigating Resume Template This Week Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template This Week Customer Service Compatibility with Devices
  - Resume Template This Week Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template This Week Customer Service
  - Highlighting and Note-Taking Resume Template This Week Customer Service
  - Interactive Elements Resume Template This Week Customer Service
8. Staying Engaged with Resume Template This Week Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template This Week Customer Service
9. Balancing eBooks and Physical Books Resume Template This Week Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template This Week Customer Service
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Resume Template This Week Customer Service
  - Setting Reading Goals Resume Template This Week Customer Service
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template This Week Customer Service
  - Fact-Checking eBook Content of Resume Template This Week 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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converting the nomenclature from bipolars to mosfets p channel power mosfets

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web below is the circuit diagram the other half of the astable utilizes an npn transistor to make the circuit cheap almost any npn transistor will work in this circuit the npn transistor to the right is used as a common emitter buffer that also drives the led as it receives pulses from the mosfet drain

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