

CUSTOMER SERVICE RESUME

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(843)-204-5645

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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

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

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M Lipman



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Working Mother ,1998-07 The magazine that helps career moms balance their personal and professional lives

Graduating Engineer & Computer Careers ,2004 *Perl CGI Programming* Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites **Pitman's Journal of Commercial Education** ,1915 **Reprint from the**

Public Health Reports United States. Public Health Service,1915 The Emerson Monthly ,1922 *Ice and Refrigeration* ,1924 *Druggists' Circular* ,1929 Public Service Magazine ,1921 *Public Service Management* ,1922 *Electrical World* ,1923 **Municipal Ordinances and Regulations Pertaining to Public Health ...** United States. Public Health Service,1917 Decision Time Michael Shahnasarian,2005 The Washington Newspaper ,1922 *Grain World* ,1923

PUBLIC UTILITIES FORTNIGHTLY ,1929 The Black Diamond ,1927 *Telephony* ,1914 **Office Appliances;**
The Magazine of Office Equipment ,1919 *Boot and Shoe Recorder* ,1909

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