

CUSTOMER SERVICE RESUME

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(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

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Vault Editors, Vault Editors (COR)



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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

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

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

Senior High School Work Immersion Module Mr. Berhn Vincent C. Dosdos, MST,Mr. Earl Niño B. Ledesma, MPA,2020-09-01 The work immersion program as mandated in Deped memorandum circular no 30 says that one of the goals of the K 12 Basic education Program is to develop learners the competencies work ethic and values relevant to pursuing further education or joining the world of work This subject will provide learners with opportunities 1 To become familiar with the work place 2 For employment simulation 3 To apply their competencies in areas of specialization applied subjects in authentic work environments This book is divided into three parts Chapter 1 is the understanding of work immersion expected behavior and work ethic necessary in the simulation Chapter II is the appreciation of work credentials as it is one of the vital prerequisites in the Philippine Work settings Thus teaching the best practices in any work fields Chapter

III contains the documents related to work immersion and forms necessary in the immersion of students

Small Business
Vishal K. Gupta,2021-07-14 *Small Business Creating Value Through Entrepreneurship* offers a balanced approach to the core concepts of starting managing and working in a small business An ideal textbook for undergraduate courses in small business management and entrepreneurship the book offers a student friendly pedagogical framework that blends foundational research on small business with the real world practice of business ownership Relevant examples are provided throughout the text bringing key concepts to life while providing a realistic view of what it takes to create a successful and sustainable small business Organized into five streamlined sections a small business overview paths to small business ownership financial and legal issues ways to grow a small business and discussion of the Entrepreneur s Dilemma the text offers a diverse range of relatable examples drawn from both actual businesses and from depictions of entrepreneurship in popular media Each clear and accessible chapter features discussion questions mini case studies further reading lists and color visual displays designed to enhance the learning experience and strengthen student engagement and comprehension

Design Success Blueprint And Be Your Own Coach Pratibha Tiwari,2024-09-06 NA **Occupational outlook handbook, 2010-11 (Paperback)** ,1990 **Vault Career Guide to Pharmaceutical Sales & Marketing** Carole Moussalli,2006 Get the inside scoop on pharmaceutical sales careers with this new Vault Guide Overview of the industry functions in pharmaceutical sales field sales sales management training and development instructional design content development project management jobs and career paths getting hired education interview preparation and more

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

Job Search and Career Checklists Arlene S. Hirsch,2005 Job Search and Career Checklists will contain 101 checklists 1 to 3 pages

Résumé Magic Susan Britton Whitcomb,2007 Explains simple techniques that will make your resume stand out from the competition Includes hundreds of resume examples

Graduating Engineer & Computer Careers ,2004 *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

PC World ,1993 HTML Complete Concepts and Techniques Gary B. Shelly,Thomas J. Cashman,Denise M. Woods,1999 Part of the highly successful Shelly Cashman series this text leads the user

through a clear step by step screen by screen approach to learning HTML Readers learn how to create a Web page using HTML format the page add graphics and more with this exciting new text *Monster Careers* Jeff Taylor,Doug Hardy,2004 Provides a step by step process for implementing an aggressive career search that includes job winning resumes and cover letters mastering the interview and negotiating job offers *Boot and Shoe Recorder* ,1909 **The College Career Bible** Vault Editors,Vault Editors (COR),2008-02-19 Provides college students and recent graduates with overviews of career paths in key industries and includes contact information for major employers and hiring trends for college graduates **The Iron Age** ,1903 Advertising & Selling ,1929

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