

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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Lei Shi



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Kick Start Your Career Lee Smith, John van Genderen, 2018-03-30 For new graduates the key challenge remains how to secure that first career related job Full of guidance and tips on how to handle the complex field of job hunting Kick Start Your Career can help navigate an ever changing job market and secure your chance at your desired career It is a valuable investment in your future It advises the reader on how to stand out in job applications use social media for job searching create resumes and cover letters that stand out succeed at interviews It provides a practical hands on step by step approach With an integrated Personal Plan that helps create key job search documents it directs soon to be graduates towards achieving their career aspirations Accompanying online resources include examples and templates which can be downloaded in Word format to help you prepare resumes and other job search documents This book will help graduates progressively build up job hunting resources skills achievements resume cover letter and interview responses and turn this into a practical outcome a new job It is a key companion to any student or recent graduate exploring the job market

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

Occupational Outlook Handbook ,2010 Describes 250 occupations which cover approximately 107 million jobs

Occupational Outlook Handbook United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover

Design Success Blueprint And Be Your Own Coach Pratibha Tiwari, 2024-09-06 NA

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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 *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 United States Investor ,1930 **The Public Employment Service in the United States** Robert G. Fay,Douglas Lippoldt,Organisation for Economic Co-operation and Development,1999 This publication provides an in depth look at the public employment service and recent policy initiatives in the United States Areas of concern about recent reforms are outlined and options for making policies more effective are presented U.S. Air Services ,1922 **Job Search and Career Checklists** Arlene S. Hirsch,2005 Job Search and Career Checklists will contain 101 checklists 1 to 3 pages *Official Gazette of the United States Patent and Trademark Office* ,2007 *United States Economist, and Dry Goods Reporter* ,1914 **Lexis-Nexis for Law Students** Steven Emanuel,1995 **Journal of the United States Infantry Association** ,1914 **CED.** ,1994 **Telephony** ,1924 **Banking Law in the United States** Alfred M. Pollard,1992

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