

# 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

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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 Guide Customer Service

**U.S. Department of Labor**



## **Resume Template Guide Customer Service:**

*The Complete CompTIA A+ Study Guide* Data Nexus, Embark on your journey into the dynamic world of IT with the definitive guide designed for the modern professional The Complete CompTIA A Study Guide is your all in one manual for mastering the latest CompTIA A 220 1201 and 220 1202 certification exams This isn't just another certification book it's a comprehensive career blueprint built to address the complete paradigm shift in the IT industry The days of simply fixing printers and resetting passwords are over Today's IT professionals are navigating artificial intelligence implementing Zero Trust security architectures and supporting a hybrid cloud first workforce This guide prepares you for that reality Inside you will find Forward Looking Content Master the latest exam objectives including AI fundamentals and advanced networking concepts that are shaping the future of tech Hands On Learning Put theory into practice with detailed hands on labs and reinforce your knowledge with hundreds of practice questions and performance based scenarios Proven Career Strategies Go beyond the exam with expert guidance on building a home lab optimizing your resume and leveraging your certification to launch a successful career The CompTIA A certification is your launching pad into a high demand field This book is the first step on that journey providing the foundational knowledge and practical skills you need to not only pass the exam but to thrive in the modern IT landscape

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

**Money with AI: How ChatGPT Can Help You** Jay Nans, 2025-11-14 The ebook *Money with AI How ChatGPT Can Help You* is a practical beginner friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills

**Core Philosophy and Realism** The book establishes that ChatGPT functions as a time saving assistant and production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work

**Getting Started** Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI's output

**Income Streams and Workflows** The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each

**Freelancing Writing** Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks

**Digital Products** Passive Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process

**Specialized Services** Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal

expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan<sup>888</sup> This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling [Job Hack](#) Carisa Montooth,2014-07-25 Find out how to navigate the ins and outs of the job search in this easy to use guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview question as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get the job you want **Occupational outlook handbook, 2010-11 (Paperback)** ,1990 **Linked** Omar Garriott,Jeremy Schifeling,2022-05-03 A definitive guide to maximizing LinkedIn and navigating the changing hiring landscape Written by hiring gurus Omar Garriott and Jeremy Schifeling both former LinkedIn marketing heads with invaluable insider perspective the book lays out a five step job search framework tying each to discrete actions on LinkedIn **Iowa Career Resource Guide** ,2008 **Occupational Outlook Handbook 2011-2012** U.S. Department of Labor,2011-06-03 The most comprehensive up to date resource available for choosing the career that s right for you When making a decision about your career path it is crucial that you consider any aspect of a job that will affect your future your sense of fulfillment and your bottom line With current statistics from the number one source of job data in America the U S Department of Labor the Occupational Outlook Handbook 2011 2012 is your best choice for researching careers whether you re looking for your first job or contemplating a career change From able seaman to zoologist you ll get vital information about more than 250 occupations including Nature of the work and working conditions Earnings Training qualifications and advancement Job outlook With its vast amount of practical up to date information the Occupational Outlook Handbook is an essential tool for making informed intelligent decisions about your future Did you know Training at a vocational school college or university is increasingly important for getting a job as a travel agent A physician assistant s working conditions can vary from regular hours in an office setting to long periods of standing in an operating room Accountants and auditors budget officers credit analysts loan officers and underwriters have training and skills similar to those of financial managers Boilermakers often use potentially dangerous equipment such as acetylene torches and power grinders handle heavy parts and work on ladders or on top of large vessels **Franklin Covey Style Guide for Business and Technical Communication** Lawrence H. Freeman,1999 Much more than a grammar and punctuation handbook this renowned guide helps users produce documents that reflect quality writing standards It offers access to more than 110 topics The CD ROM contains more than 30 model

documents including letters memos and resumes      **The Case Manager's Survival Guide** Toni G. Cesta,Hussein A. Tahan,2003 This practical hands on guide includes vital information every case manager and administrator of a case management program need to be successful A useful resource for working in the changing face of healthcare it addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs Focusing on the nuts and bolts aspects of case management it discusses the operations of case management programs based on the authors first hand experiences Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions Key points at the end of each chapter summarize pertinent information Appendices provide extensive examples of forms and multi disciplinary action plans used in various healthcare settings

*The Software Encyclopedia 2000* Bowker Editorial Staff,2000-05      *Style Guide for Business and Technical Communication* Franklin Covey Company,1998 This guide provides tips for making your message accessible easy to understand and relevant In the sections on writing and revising organization emphasis page layout and online documentation you will find both process and format suggestions You will also find new and colorful sections on graphics for documents graphics for presentations color charts maps and photographs to prepare visually effective documents      *Job Hunter's Sourcebook* Bohdan Romaniuk,2008-06 Where to Find Employment Leads and Other Job Search Resources      [Job Hunters' Sourcebook](#) Amy Darga,2002 Here is the essential updated resource job seekers need to develop a complete strategy for their job searches Alphabetically arranged by career the Sourcebook lists sources of help wanted ads employer directories employment agencies placement services electronic resources and other information sources for 206 specific careers New profiles on high profile careers such as computer and information systems manager desktop publisher and industrial production manager have been added as well Also included are helpful e mail and Web site addresses along with new information on governmental agencies and legal topics to further assist users in their searches      [Randax Education Guide](#) ,1990      *The Freelance Photographer's Handbook* Fredrik D. Bodin,1993 Taking good photographs and selling them require different skills this new handbook aims at helping photographers identify potential markets for their work and describes how to sell into the major markets An essential manual for anyone involved in or trying to enter the world of professional freelance photography      **PC World** ,1993      [Active Classroom Resource Manual](#) ,2006      **Cruising America On-Line**

**2.5** Grace J. Beatty,Grace Joely,1995 Bestselling authors Dr Gardner and Dr Beatty present a revision of the original Cruising America On Line This new Visual Learning Guide will teach the reader about the updated version of AOL Easy to follow screen shots that show the reader exactly what will appear on their computer screen help to make this an ideal guide for the beginning to intermediate user

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