

# CUSTOMER SERVICE RESUME

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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 Discount Customer Service

**ML Yell**



**Resume Template Discount Customer Service:**

## Whispering the Secrets of Language: An Psychological Journey through **Resume Template Discount Customer Service**

In a digitally-driven world where screens reign supreme and quick conversation drowns out the subtleties of language, the profound secrets and emotional subtleties hidden within phrases usually get unheard. However, situated within the pages of **Resume Template Discount Customer Service** a charming literary prize pulsing with natural emotions, lies an exceptional quest waiting to be undertaken. Written by a skilled wordsmith, that marvelous opus encourages readers on an introspective journey, lightly unraveling the veiled truths and profound influence resonating within the cloth of each word. Within the emotional depths of this touching review, we can embark upon a genuine exploration of the book is core styles, dissect its fascinating writing design, and yield to the powerful resonance it evokes strong within the recesses of readers hearts.

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