

ALDEN HAWTHORNE

PROFESSIONAL CUSTOMER SERVICE

CONTACT

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Harrisburg, PA 
[LinkedIn](#) 

EDUCATION

Bachelor of Science
Marketing and Management
Carthage College
2010 - 2014
University Park, PA

SKILLS

Intercom
Kayako
Qualtrics
Helpjuice
Atlassian Confluence
Microsoft SharePoint
Slack

CERTIFICATIONS

Certified Customer Service
Professional (CCSP)

CAREER OBJECTIVE

Dedicated customer service expert with a deep understanding of Genesys Cloud, Kayako, and Qualtrics. With 10+ years of experience in customer service, I'm eager to join the Capital BlueCross team and foster positive relationships with members while enhancing the efficiency of customer service operations.

WORK EXPERIENCE

Financial Services Representative

Wells Fargo

June 2018 - current / Harrisburg, PA

- Promoted remote collaboration by facilitating 200+ virtual meetings with clients via GoToMeeting, which cut travel expenses by 40%.
- Provided financial advice to 130+ clients, helping them meet their goals and resulting in a **27% increase in client referrals**.
- Conducted customer satisfaction surveys using Qualtrics that resulted in actionable insights, which improved service delivery by 18%.
- Managed over 650+ client accounts in Microsoft Dynamics 365, maintaining high client satisfaction rates.

Telemarketer

Vector Marketing

March 2014 - May 2018 / Harrisburg, PA

- Generated \$85,000+ through over-the-phone sales and exceeded the annual target by 42% over a 12-month period.
- Conducted 80+ cold calls daily, resulting in an average of **25 new leads per week**.
- Increased market share by 8% based on actionable data gathered from monitoring and analyzing competitors' strategies.
- Trained and mentored 8 new telemarketers, improving their sales performance by 36%.

Restaurant Server

Applebee's

October 2012 - January 2014 / State College, PA

- Upsold an average of 12 meals per shift by recommending popular items and daily specials.
- Reduced average waiting time by 13% by coordinating with kitchen staff to ensure timely delivery of orders.
- Managed special events and large party reservations, **increasing large party bookings by 29%**.
- Decreased complaint escalations by demonstrating strong conflict resolution and people management skills.

Macbook 2025 Customer Service

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Macbook 2025 Customer Service:

MacBook Air 2025 (M4) User Guide Penelope Watson ,2026-01-28 Unlock the full power of your MacBook Air 2025 M4 with confidence and ease no tech background required MacBook Air 2025 M4 User Guide is a clear beginner friendly manual designed to help you navigate Apple s latest MacBook Air effortlessly Whether you re new to macOS or upgrading from an older model this guide walks you step by step through everything you need to know to use your device smoothly safely and efficiently Inside you ll discover how to Set up your MacBook Air M4 quickly and correctly Navigate macOS with ease using gestures shortcuts and Finder Customize system settings to match your daily workflow Manage files apps and storage without confusion Optimize battery life and performance for everyday use Stay secure with privacy tools passwords and safety features Handle common tasks like browsing emailing multitasking and system updates Troubleshoot common issues without stress Written in simple non technical language this guide focuses on real life usage not complicated jargon Each section is structured to help you complete tasks quickly making it perfect for students professionals seniors and anyone who wants to get the most out of their MacBook Air without frustration Whether you use your Mac for work school creativity or everyday tasks this guide turns your MacBook Air 2025 M4 into a tool that truly works for you The Small Business Big Exit Alan Wozniak,2025-09-04 In The Small Business BIG EXIT Alan Wozniak a highly accomplished businessman and entrepreneur shares invaluable insights from his 30 year journey of founding and managing successful businesses With a growth of 370% in 5 years and an INC 5000 fastest growth firm in the US 4 years in a row Wozniak s wealth of knowledge and expertise as a founder president and NEWSWEEK author make this book a compelling read for anyone aspiring to take their business to new heights This groundbreaking book is fueled by Wozniak s burning desire to help others demonstrate the art of launching a business from scratch and scaling it exponentially It provides a comprehensive toolkit of strategies and tactics to effectively understand the seven pillars of every business and the opportunity to scale your business look to a merger acquisition M A or growth plan The Small Business BIG EXIT takes a clear cut and unwavering approach empowering individuals to create solid plans make well informed decisions and learn from early mistakes Adopting this proactive mindset safeguards your investment resources personnel and market reputation ensuring that any potential pitfalls won t hinder your progress Building and maintaining a healthy business can be quite a task To simplify this process each of the ten key chapters of the BIG EXIT book offers a detailed questionnaire designed to help you grade key business areas including strategy operations finances marketing customer centricity operations and culture management This book is an indispensable resource for all entrepreneurs whether you re a seasoned professional or just starting your entrepreneurial journey With its guidance you can unleash your business s full potential and embark on an extraordinary path to success Bonus chapter Dr Philip Ovadia MD a renowned thoracic heart surgeon best selling author of Stay off of My Operating Table and a business leader shares his perspective on the importance of metabolic health and a healthy business This chapter

seamlessly integrated with the main content provides a holistic view of business success His credibility and unique insights make this chapter a must read for any business professional Drawing parallels between physical and business health Dr Ovadia emphasizes the significance of maintaining a solid foundation to thrive in both realms With his unique insights and expertise he highlights metabolic health s critical role in achieving business success By adopting a holistic approach to business and prioritizing the organization s and its employees well being Dr Ovadia provides invaluable guidance on creating a culture of vitality and longevity within any industry This bonus chapter serves as a potent reminder that maintaining a healthy business goes beyond financial performance and that investing in the well being of your team can ultimately lead to sustained success and growth

Cultural Sensitivity, Cross-Border Logistics, and E-Commerce in Global Marketing

Tarnanidis, Theodore, Vlachopoulou, Maro, 2025-04-17 In the digital age global marketing management plays a crucial role in navigating the complexities of a highly interconnected and rapidly evolving world Companies must balance technological advancements with cultural sensitivity adapting their strategies to meet the unique legal economic and social conditions of each market The rise of strategic partnerships and global alliances highlights the importance of collaboration in addressing these challenges By embracing innovative approaches businesses can create effective marketing programs that resonate with diverse audiences fostering growth and competitiveness on a global scale Cultural Sensitivity Cross Border Logistics and E Commerce in Global Marketing examines the ongoing trends in global marketing management strategies within the digital domain It identifies and analyzes the key challenges of marketing and management transformation in the digital age particularly in diverse cultural and cross cultural business contexts and their influence on both domestic and international marketing strategies Covering topics such as artificial intelligence AI entrepreneurship and sustainable consumption this book is an excellent resource for academicians researchers students consultants technology developers policymakers and more

Agentic AI For Dummies

Pam Baker, 2026-01-27 An easy to follow guide to demystifying Agentic AI the next step in the evolution of artificial intelligence Agentic AI is the next big leap in artificial intelligence Agentic systems don t just respond to commands They set goals make decisions and take initiative without direct human interaction Sound like a lot to wrap your head around Fortunately Agentic AI For Dummies is here to help you gain understanding of this advancing technology Written by the author of ChatGPT For Dummies and Generative AI For Dummies this easy to understand tech guide helps you take your first steps into Agentic AI Get insight into the technologies driving Agentic AI a road map for shifting from legacy systems to Agentic systems and a tour of real world use cases for Agentic AI This books arms you with an understanding to make better decisions about how and when to use Agentic AI technologies Inside the book Discussions of the technological foundations of agentic AI Explorations of the wide variety of applications of the AI agents including in scientific research innovation business operations healthcare and more Insightful examinations of the ethical considerations and hurdles you ll need to navigate when it s time to deploy agentic AI in your company Perfect for business owners

entrepreneurs managers executives professionals and team leaders in the private sector Agentic AI For Dummies is a hands on toolkit and strategy guide for using autonomous AI solutions to solve hard problems in your organization **RAG**

× **LangChain** AI **iThome** 2025-08-03 RAG LangChain AI 16 iThome AI LangChain LLM AI LLM RAG AI LLM RAG Python PyCharm OpenAI API MongoDB Atlas LangChain DeepEval LLM as a Judge RAG AI RAG RAG AI Python RAG RAG AI LLM RAG LangChain RAG LLM RAG **COMPACT GUIDE TO STRATEGIC THINKING**

Arijit Debroy,2025-11-20 Compact Guide to Strategic Thinking is your roadmap to outsmarting challenges in a fast changing world Drawing inspiration from chess grandmasters nature s survival instincts and trailblazing companies this book transforms abstract strategy into clear actionable insights you can apply immediately Inside you ll discover Timeless strategy principles decoded through real world stories Modern tools for digital age disruptions innovation and growth Practical exercises and case studies to sharpen your decision making A fresh take on leadership culture and sustainability in today s volatile landscape Spot opportunities before others see them it s about seeing the future first and it s for anyone determined to win at the game of life a

The Apple Experience: Secrets to Building Insanely Great Customer Loyalty (ENHANCED EBOOK) Carmine Gallo,2012-10-19 Praise for THE APPLE EXPERIENCE There are three pillars of enchantment likability trustworthiness and quality The Apple experience is the best modern day example of all three pillars Carmine s book will help you understand and implement the same kind of world class experience Guy Kawasaki author of Enchantment and former chief evangelist of Apple Carmine Gallo explains beautifully and simply just what makes the Apple retail experience so successful No matter what kind of business you are in there are insanely valuable lessons in this book Garr Reynolds author of Presentation Zen and The Naked Presenter At its core this book is not about Apple It s about delivering the best experience possible Tony Hsieh New York Times bestselling author of Delivering Happiness and CEO of Zappos com Inc An exciting resource for any business owner in any country who wants to reimagine the customer experience Loic Le Meur CEO LeWeb Why can t other retail experiences be as great as an Apple store s Not only does Carmine Gallo answer that question brilliantly but he shows precisely how to make sure your customers never ask it about your business Matthew E May author of In Pursuit of Elegance and The Laws of Subtraction Carmine Gallo gets to the magic of Steve Jobs Touching people s lives This simple yet delightful vision should be at the heart of every retail interaction in the world today Peter Steinlauf Chairman Edmunds com This magnificent collection of insights illuminates the way for anyone who wants to create a truly great experience whether in retail service or software Dan Roam author of The Back of the Napkin and Blah Blah Blah Reinvent your business to deliver Apple like customer satisfaction and profits In The Apple Experience internationally bestselling author Carmine Gallo details the principles and practices behind the company s total commitment to the customer and explains how your brand can achieve outstanding results by delivering this same high standard of service Carmine Gallo interviewed professionals at all levels who have studied Apple and he spent hundreds of hours

observing the selling floor in Apple's retail space and learning about Apple's vision and philosophy Using insights and data from these sources he breaks down Apple's customer-centric model to provide an action plan with three distinct areas of focus Inspire Your Internal Customer with training support and communications that create a feedback loop for improving performance at every level Serve Your External Customer with irresistible brand stories and dedicated salespeople who embody the APPLE five steps of service Approach Probe Present Listen End with a fond farewell Set the Stage by ensuring that no element is overlooked in creating an immersive retail environment where customers can see touch and learn about your products With The Apple Experience you can improve the return on your investment in retail by adding real value to every customer interaction Better still any business that deals with people employees or customers can adopt the techniques to achieve Apple-like market dominance by enriching lives building loyalty and reimagining the customer experience This enhanced eBook includes seven bonus videos Each one focuses on a different lesson for Apple-style success and provides great visuals of different Apple stores throughout the country

Sustainable Industries Journal, 2008 [PC World](#), 2008 *Macbook Air 2025 User Guide* SHEM JAMES, 2026-01-11 Unlock the Full Potential of Your MacBook Air 2025 with the Ultimate User Guide Are you ready to master your MacBook Air 2025 Whether you're a beginner or an experienced user this comprehensive MacBook Air 2025 Setup Guide is here to help you navigate everything from basic setup to advanced tips and tricks that will make you a pro in no time With this Beginner's Guide MacBook Air 2025 you'll get step-by-step instructions to get your device up and running ensuring you don't miss any of the essential features of your new MacBook Inside you'll find detailed insights into the latest MacBook Air 2025 User Manual packed with actionable advice to enhance your daily use Discover valuable MacBook Air 2025 Tips and Tricks to boost your productivity optimize system performance and unlock hidden features that Apple doesn't always highlight Plus this guide will cover 2025 MacBook Air Troubleshooting to help you quickly solve any common issues ensuring that your MacBook continues to perform at its best The Apple MacBook Air 2025 Guidebook also includes expert advice on maintaining battery health helping you get the most out of your MacBook Air 2025 Battery Tips so you can work play and create without worrying about running out of power during the day

[MacBook Air 2025 \(M4\) User Guide](#) Cassia P. Kesler, 2025-12-21 Your new laptop came with everything except what you actually need instructions that make sense You unboxed it Turned it on Stared at the screen And within 10 minutes the excitement turned into confusion Where's that setting How do I do that thing everyone talks about Why doesn't this work like it should So you Google Watch random tutorials Click around hoping to stumble onto answers And your 1,200 machine It becomes an expensive email checker Here's the truth nobody admits This laptop isn't hard to use The instructions just don't exist When someone actually explains things in plain English step-by-step nothing skipped nothing assumed everything clicks into place fast This guide does exactly that No scattered video tutorials that waste your time No vague help articles that create more questions than answers This is the complete crystal-clear manual that should have been in the box Here's what

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Mastering the 2025 MacBook Air 13-Inch (M4)
Rory Hodgson, 2025-11-30

Imagine flipping open a device that feels like an extension of your mind yet staring at a blank screen of untapped potential wondering if you ll ever master its magic What if the frustration of endless trial and error vanished replaced by the thrill of creating without limits Have you ever felt that pang of envy watching someone breeze through edits on a video or juggle apps like a pro while your own setup leaves you scrambling Or dreamed of turning a late night idea into polished reality only to hit a wall of confusion As a seasoned tech educator with over a decade guiding thousands through the digital landscape I ve seen the spark ignite in eyes just like yours This book isn t hype it s the trusted roadmap born from hands on trials user stories and the latest October 2025 Sequoia refinements ensuring every tip resonates with your real world hustle

Owning Mastering the 2025 MacBook Air 13 Inch M4 means ditching the overwhelm for flow state productivity reclaim hours lost to troubleshooting unleash creativity with AI tools that feel intuitive and build a setup that scales with your ambitions all while safeguarding your data in an increasingly chaotic digital world Here s what this guide empowers you to achieve

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older Mac or using a laptop for the first time this guide gives you the practical direction you need With explanations written in a friendly and professional tone you ll understand how to get the best performance from the M4 chip explore macOS features manage storage enhance security and navigate Apple s latest tools with ease Inside this user guide you will learn how to Set up your 2025 MacBook Air quickly and correctly Configure Wi Fi Bluetooth Apple ID iCloud syncing and Touch ID Use essential macOS features for smooth daily work Manage apps files storage and backups Improve productivity with shortcuts Focus modes and window management Optimize battery life and maintain strong long term performance Fix common issues such as slowdowns audio problems and connection failures Protect your device using recommended security and privacy settings Every chapter is structured for clear understanding with practical steps you can follow immediately This is not just a manual it is a reliable companion that helps you get the most out of your MacBook Air from day one Perfect for students professionals beginners seniors and anyone who wants a straightforward guide to mastering the 2025 MacBook Air

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