

# CUSTOMER SERVICE RESUME

1421 Whitney Blvd., Mt Pleasant, SC 29406

(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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**J Rink**



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*The World's Greatest Resumes* Robert Wm Meier,2005 A career counselor s guide to overhauling a resume including the world s first Resume Rater and Resume Quality Index real life success stories and more than 25 before and after samples

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*Revolution* Joyce Lain Kennedy,Thomas J. Morrow,1995-10-04 Shows how to put together a resume that will grab the attention of both computer and human readers in today s evolving electronic job search universe [Resume, Application and Letter Tips for People with Hot and Not-So-Hot Backgrounds](#) Ron Krannich,Caryl Krannich,2006-05-23 Provides 185 tips for writing resumes and cover letters and filling out applications discussing the job search process presenting work history transforming negatives to positives objectives dealing with potential red flags follow up methods and much more [Kinn's](#)

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*Bankers Monthly*, 1925 *Electrical World*, 1916 *Job Search and Career Checklists* Arlene S. Hirsch, 2005 Job Search and Career Checklists will contain 101 checklists 1 to 3 pages

**Trust Companies**, 1926 **Trusts and Estates**, 1926 Includes proceedings and reports of conferences of various financial organizations **Printers' Ink**, 1963 **Job Hunting for the Utterly Confused** Jason Rich, 1998 A guide for job seekers covers such topics as defining one's skills preparing a resume and cover letter interviewing effectively negotiating a salary and analyzing job offers

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## **Table of Contents Resume Template This Month Customer Service**

1. Understanding the eBook Resume Template This Month Customer Service
  - The Rise of Digital Reading Resume Template This Month Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template This Month Customer Service
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Resume Template This Month Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template This Month Customer Service
  - Personalized Recommendations
  - Resume Template This Month Customer Service User Reviews and Ratings

- Resume Template This Month Customer Service and Bestseller Lists
- 5. Accessing Resume Template This Month Customer Service Free and Paid eBooks
  - Resume Template This Month Customer Service Public Domain eBooks
  - Resume Template This Month Customer Service eBook Subscription Services
  - Resume Template This Month Customer Service Budget-Friendly Options
- 6. Navigating Resume Template This Month Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template This Month Customer Service Compatibility with Devices
  - Resume Template This Month Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template This Month Customer Service
  - Highlighting and Note-Taking Resume Template This Month Customer Service
  - Interactive Elements Resume Template This Month Customer Service
- 8. Staying Engaged with Resume Template This Month Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template This Month Customer Service
- 9. Balancing eBooks and Physical Books Resume Template This Month Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template This Month Customer Service
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template This Month Customer Service
  - Setting Reading Goals Resume Template This Month Customer Service
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template This Month Customer Service
  - Fact-Checking eBook Content of Resume Template This Month Customer Service
  - Distinguishing Credible Sources

13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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