

# 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

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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 Best Customer Service

**Katrin Zwirglmaier**



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## **Table of Contents Resume Template Best Customer Service**

1. Understanding the eBook Resume Template Best Customer Service
  - The Rise of Digital Reading Resume Template Best Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Best 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 Best Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Best Customer Service
  - Personalized Recommendations
  - Resume Template Best Customer Service User Reviews and Ratings
  - Resume Template Best Customer Service and Bestseller Lists
5. Accessing Resume Template Best Customer Service Free and Paid eBooks
  - Resume Template Best Customer Service Public Domain eBooks
  - Resume Template Best Customer Service eBook Subscription Services
  - Resume Template Best Customer Service Budget-Friendly Options
6. Navigating Resume Template Best Customer Service eBook Formats

- ePub, PDF, MOBI, and More
  - Resume Template Best Customer Service Compatibility with Devices
  - Resume Template Best Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
    - Adjustable Fonts and Text Sizes of Resume Template Best Customer Service
    - Highlighting and Note-Taking Resume Template Best Customer Service
    - Interactive Elements Resume Template Best Customer Service
  8. Staying Engaged with Resume Template Best Customer Service
    - Joining Online Reading Communities
    - Participating in Virtual Book Clubs
    - Following Authors and Publishers Resume Template Best Customer Service
  9. Balancing eBooks and Physical Books Resume Template Best Customer Service
    - Benefits of a Digital Library
    - Creating a Diverse Reading Collection Resume Template Best Customer Service
  10. Overcoming Reading Challenges
    - Dealing with Digital Eye Strain
    - Minimizing Distractions
    - Managing Screen Time
  11. Cultivating a Reading Routine Resume Template Best Customer Service
    - Setting Reading Goals Resume Template Best Customer Service
    - Carving Out Dedicated Reading Time
  12. Sourcing Reliable Information of Resume Template Best Customer Service
    - Fact-Checking eBook Content of Resume Template Best 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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