

# 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 2025 Customer Service

**Guillaume Favre**

A decorative graphic element consisting of a light blue horizontal bar with a rounded right end, and a red circular glow behind it.

**Resume Template 2025 Customer Service:**

## Whispering the Secrets of Language: An Mental Journey through **Resume Template 2025 Customer Service**

In a digitally-driven earth wherever monitors reign great and immediate conversation drowns out the subtleties of language, the profound secrets and psychological subtleties concealed within words often move unheard. Yet, situated within the pages of **Resume Template 2025 Customer Service** a charming fictional prize sporting with fresh emotions, lies an exceptional quest waiting to be undertaken. Published by a talented wordsmith, this marvelous opus invites visitors on an introspective trip, softly unraveling the veiled truths and profound affect resonating within ab muscles material of each and every word. Within the emotional depths with this poignant review, we can embark upon a sincere exploration of the book is key subjects, dissect its fascinating publishing style, and fail to the powerful resonance it evokes heavy within the recesses of readers hearts.

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