

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

Resume Template Latest Customer Service

Hussin A.Rothana



Resume Template Latest Customer Service:

The book delves into Resume Template Latest Customer Service. Resume Template Latest Customer Service is a vital topic that must be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Resume Template Latest Customer Service, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Resume Template Latest Customer Service
 - Chapter 2: Essential Elements of Resume Template Latest Customer Service
 - Chapter 3: Resume Template Latest Customer Service in Everyday Life
 - Chapter 4: Resume Template Latest Customer Service in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, the author will provide an overview of Resume Template Latest Customer Service. This chapter will explore what Resume Template Latest Customer Service is, why Resume Template Latest Customer Service is vital, and how to effectively learn about Resume Template Latest Customer Service.
 3. In chapter 2, the author will delve into the foundational concepts of Resume Template Latest Customer Service. This chapter will elucidate the essential principles that need to be understood to grasp Resume Template Latest Customer Service in its entirety.
 4. In chapter 3, the author will examine the practical applications of Resume Template Latest Customer Service in daily life. This chapter will showcase real-world examples of how Resume Template Latest Customer Service can be effectively utilized in everyday scenarios.
 5. In chapter 4, the author will scrutinize the relevance of Resume Template Latest Customer Service in specific contexts. This chapter will explore how Resume Template Latest Customer Service is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, this book will draw a conclusion about Resume Template Latest Customer Service. This chapter will summarize the key points that have been discussed throughout the book.
- This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Resume Template Latest Customer Service.

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