

# CUSTOMER SERVICE RESUME

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(843)-204-5645

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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 Guide Customer Service

**Carisa Montooth**



## **Resume Template Guide Customer Service:**

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

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

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

1. Understanding the eBook Resume Template Guide Customer Service
  - The Rise of Digital Reading Resume Template Guide Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Guide 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 Guide Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Guide Customer Service
  - Personalized Recommendations
  - Resume Template Guide Customer Service User Reviews and Ratings
  - Resume Template Guide Customer Service and Bestseller Lists
5. Accessing Resume Template Guide Customer Service Free and Paid eBooks
  - Resume Template Guide Customer Service Public Domain eBooks
  - Resume Template Guide Customer Service eBook Subscription Services
  - Resume Template Guide Customer Service Budget-Friendly Options
6. Navigating Resume Template Guide Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template Guide Customer Service Compatibility with Devices
  - Resume Template Guide Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template Guide Customer Service
  - Highlighting and Note-Taking Resume Template Guide Customer Service
  - Interactive Elements Resume Template Guide Customer Service

8. Staying Engaged with Resume Template Guide Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template Guide Customer Service
9. Balancing eBooks and Physical Books Resume Template Guide Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template Guide Customer Service
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Resume Template Guide Customer Service
  - Setting Reading Goals Resume Template Guide Customer Service
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template Guide Customer Service
  - Fact-Checking eBook Content of Resume Template Guide 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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