

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

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 Tips Customer Service

Wolfgang Guggemos



Resume Template Tips Customer Service:

Unveiling the Energy of Verbal Artistry: An Mental Sojourn through **Resume Template Tips Customer Service**

In a global inundated with monitors and the cacophony of instant transmission, the profound energy and mental resonance of verbal art usually diminish in to obscurity, eclipsed by the regular onslaught of sound and distractions. However, situated within the lyrical pages of **Resume Template Tips Customer Service**, a charming function of literary elegance that pulses with fresh thoughts, lies an unique journey waiting to be embarked upon. Composed with a virtuoso wordsmith, that interesting opus manuals readers on a mental odyssey, softly exposing the latent possible and profound affect stuck within the complicated internet of language. Within the heart-wrenching expanse with this evocative examination, we will embark upon an introspective exploration of the book is central styles, dissect its interesting publishing type, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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