

# CUSTOMER SERVICE (COMBINATION)

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## PROFESSIONAL PROFILE

- **Quality Control:** Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- **Management:** Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- **Attention to Detail:** Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- **Project Execution:** Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- **Creativity:** Designed and conducted client surveys in order to obtain information about potential customers and to quantify reasons for service cancellations

## SKILLS

- **Customer Service Software** - Complete familiarity with Zendesk, Freshdesk, and Kayako
- **Bilingual** - Native English speaker and conversational in Spanish
- **Conflict Resolution** - Trained in Conflict Resolution at Notre Dame

## RELEVANT WORK EXPERIENCE

### EDMARK SOFTWARE COMPANY

#### CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 - PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they delivered high quality customer care on a daily basis
- Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

### VERIZON WIRELESS

#### CUSTOMER SERVICE | SAN ANTONIO, TX | 2009 - 2012

- Achieved an average of 95%+ customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

## EDUCATION

### FLORIDA STATE UNIVERSITY, ORLANDO, FL

BACHELOR OF SCIENCE IN MARKETING, MAY 2009

# Resume Template Price Customer Service

**Liyong Dong**



**Resume Template Price Customer Service:**

This book delves into Resume Template Price Customer Service. Resume Template Price Customer Service is an essential topic that needs to be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into Resume Template Price 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 Price Customer Service
    - Chapter 2: Essential Elements of Resume Template Price Customer Service
    - Chapter 3: Resume Template Price Customer Service in Everyday Life
    - Chapter 4: Resume Template Price Customer Service in Specific Contexts
    - Chapter 5: Conclusion
  2. In chapter 1, the author will provide an overview of Resume Template Price Customer Service. The first chapter will explore what Resume Template Price Customer Service is, why Resume Template Price Customer Service is vital, and how to effectively learn about Resume Template Price Customer Service.
  3. In chapter 2, this book will delve into the foundational concepts of Resume Template Price Customer Service. The second chapter will elucidate the essential principles that need to be understood to grasp Resume Template Price Customer Service in its entirety.
  4. In chapter 3, this book will examine the practical applications of Resume Template Price Customer Service in daily life. The third chapter will showcase real-world examples of how Resume Template Price Customer Service can be effectively utilized in everyday scenarios.
  5. In chapter 4, this book will scrutinize the relevance of Resume Template Price Customer Service in specific contexts. The fourth chapter will explore how Resume Template Price 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 Price Customer Service. The final 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. It is highly recommended for anyone seeking to gain a comprehensive understanding of Resume Template Price Customer Service.

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