

# 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 Discount Customer Service

**Yicheng Fang**



## **Resume Template Discount Customer Service:**

**Working Mother** ,1998-07 The magazine that helps career moms balance their personal and professional lives

*Graduating Engineer & Computer Careers* ,2004 *Perl CGI Programming* Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites **Pitman's Journal of Commercial Education** ,1915 **Reprint from the**

**Public Health Reports** United States. Public Health Service,1915 The Emerson Monthly ,1922 *Ice and Refrigeration* ,1924 *Druggists' Circular* ,1929 Public Service Magazine ,1921 *Public Service Management* ,1922 *Electrical World* ,1923 **Municipal Ordinances and Regulations Pertaining to Public Health ...** United States. Public Health Service,1917 Decision Time Michael Shahnasarian,2005 The Washington Newspaper ,1922 *Grain World* ,1923

**PUBLIC UTILITIES FORTNIGHTLY** ,1929 The Black Diamond ,1927 *Telephony* ,1914 **Office Appliances;**  
**The Magazine of Office Equipment** ,1919 *Boot and Shoe Recorder* ,1909

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web the bluford series is set in bluford high school the fictional school all the main characters attend each novel features a teenage protagonist facing difficult challenges in and out of school topics explored in the books include bullying school violence teenage pregnancy divorce peer pressure and substance abuse

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web exothermic reactions are chemical reactions that produce heat in section ii b of chapter 3 we defined the heat flow  $q$  as negative when heat flows from the system to the surroundings thus exothermic reactions have a negative  $\Delta h$  of reaction the word exothermic is derived from exo the greek word for outside and therme the greek word

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web in the context of a chemical reaction the term neutralization is used for a reaction between an acid and a base or alkali historically this reaction was represented as acid base alkali salt water for example  $\text{hcl naoh nacl h}_2\text{o}$

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web during this reaction the  $\text{h}^+$  ions from the acid and the  $\text{oh}^-$  ions from the alkali react together to form water as this happens energy is released which is detected by the thermometer

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web concerning alkali and acid being an answer to a letter to a physician concerning acid and alkali to which is added a specimen of a new hypothesis etc jan 08 2021 acids alkalis and salts classic reprint sep 15 2021 excerpt from acids alkalis and salts it has often been said and still more often implied that

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web an exothermic reaction is one that transfers energy to the surroundings so the temperature of the surroundings increases exothermic reactions include combustion many oxidation reactions and neutralisation everyday uses of exothermic reactions include

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web acid alkali salt water we say that the acid and alkali are the reactants and the salt and water are the products of a neutralisation reaction

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web other articles where exothermic reaction is discussed alkali metal reactions with nonmetals the reactions are highly exothermic producing up to 235 kcal mole for lithium fluoride the alkali metals react with nonmetals in groups 15 and 16 va and via of the periodic table sulfides can be formed by the direct reaction of the alkali metals with

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web 1 sodium hydroxide solution is poured into a beaker of hydrochloric acid which contains a thermometer showing room temperature 2 the beaker now contains sodium chloride and water and the

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web reacting two solutions eg acid and alkali place the polystyrene cup inside the glass beaker to make it more stable measure an appropriate volume of each liquid eg 25 cm<sup>3</sup> place one of the

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web for reactions involving acetic acid or ammonia the measured enthalpy change of neutralization is a few kJ less exothermic than with strong acids and bases for example one source which gives the enthalpy change of neutralization of sodium hydroxide solution with hcl as 57.9 kJ mol<sup>-1</sup>

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web sep 20 2014 i will illustrate this with some examples when an acid is neutralised by an alkali the reaction is exothermic eg 1  $\text{HCl(aq)} + \text{NaOH(aq)} \rightarrow \text{NaCl(aq)} + \text{H}_2\text{O(l)}$  for which  $\Delta H = -57 \text{ kJ mol}^{-1}$  eg 2  $\text{HNO}_3(\text{aq}) + \text{KOH(aq)} \rightarrow \text{KNO}_3(\text{aq}) + \text{H}_2\text{O(l)}$  for which  $\Delta H = -57 \text{ kJ mol}^{-1}$

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web the enthalpy change of neutralisation is defined as the enthalpy change when solutions of an acid and alkali react together to produce one mole of water for example  $\text{HCl(aq)} + \text{NaOH(aq)} \rightarrow \text{NaCl(aq)} + \text{H}_2\text{O(aq)}$  you can see that one mole of water is produced when one mole of hcl or one mole of naoh reacts