

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466
(843)-204-5645

Andrew.Blackiv@gmail.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

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Velavancorresponding



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The 7 Second CV James Reed,2019-01-03 Write a killer CV and land your dream job It takes an employer just seven seconds to save or reject a job applicant s CV In this book James Reed chairman of REED Britain s largest recruitment company offers invaluable and specific advice on what employers want to see in the CVs they receive and how you can stand out from the crowd Unlike other career development books the honest advice presented here has been compiled from one to one interviews surveys and countrywide workshops across REED s network of recruitment consultants This book is an accessible and enjoyable read intensely practical and packed with pull out quotes layout examples and tips Find out what future employers are looking for and take the first step to start loving Mondays again **Success from the Start** Debra Koerner,2013-03-22 Rely on Success from the Start for the inspiration and practical business guidance you need to enjoy a long and rewarding career in massage therapy Business naivet is one of the primary reasons massage therapists leave the profession The author has written this text to provide you with the business skills you need to envision and then launch a successful career Set yourself on your path to success right from the start **Occupational Outlook Handbook** ,2010 Describes 250 occupations which cover approximately 107 million jobs Occupational Outlook Handbook United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover *How to Make Money Online* Jason Hughes,2024-06-21 Are you tired of the traditional 9 to 5 grind Are you looking for ways to achieve financial freedom and create a sustainable income stream from the comfort of your own home Look no further How to Make Money Online Make Up to 5000 a Month is your comprehensive guide to unlocking the secrets of online income generation In this book you will learn 100 proven and practical ways to make passive income online Whether you re a digital nomad a stay at home parent or simply seeking financial independence this book provides you with the tools and strategies to succeed in the digital era Inside these pages you ll discover a wealth of opportunities to tap into the vast potential of the online world From affiliate marketing and e commerce to content creation and investment strategies each method is explained in detail empowering you to choose the ones that align with your skills passions and goals With step by step instructions and real life examples Jason Hughes guides you through the process of getting started finding your niche building your online presence and monetizing your expertise You ll learn how to leverage the power of social media optimize your website for maximum impact and implement effective marketing strategies to reach your target audience But this book is more than just a compilation of money making ideas It s a roadmap to financial freedom and success Along the way Your Name shares invaluable insights on mindset goal setting and overcoming challenges You ll discover how to shift your perspective embrace opportunities and develop a growth oriented mindset that will propel you toward your online income goals Whether you dream of traveling the world while working remotely having more time for yourself and your loved ones or achieving financial security Are you ready to unleash your online income potential Get your copy and embark on the path to financial freedom today Note This

book does not guarantee specific income results Success in making money online depends on individual effort dedication and implementation of the strategies presented *Occupational outlook handbook, 2010-11 (Paperback)* ,1990 **202 Great Resumes** Jay A. Block,Michael Betrus,2004-04-21 A comprehensive collection of sample resumes for any job in any field 202 Great Resumes gives job hunters more of everything they need to get a great job These resumes cover more professions more resume styles and formats and more cutting edge job search strategies than ever before Fresh sample resumes for today s most sought after professions are included as well as special samples for recent grads and those who ve been out of work for extended periods Features include Resumes for every experience level from college grads to corporate executives Endorsed by the Professional Association of Resume Writers and Career Coaches Proven advice on cover letters networking negotiating and references More keywords that hiring managers look for in a resume 101 Best Resumes to Sell Yourself Jay A. Block,2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields THE BIG BOOK OF JOBS 2012-2013 McGraw Hill,2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you ve recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges *ACE the IT Resume* Paula Moreira,2007-07-13 Create a first rate resume that will get you hired in IT Stand out in a crowd of IT job applicants by creating and submitting a winning resume and cover letter with help from this practical guide Fully revised and updated for the latest trends technologies and in demand jobs Ace the IT Resume Second Edition reveals how to best showcase your IT skills and experience You ll get tips for adapting your resume for different formats using the right keywords and getting your resume in the hands of the hiring manager With an encyclopedia of sample resumes job descriptions and resume strategies this is your must have guide to landing a great IT job Present your skills experience and education in the most effective format Optimize your online resume Customize your resume based on the job you re seeking Write compelling and relevant cover letters Avoid common pitfalls and analyze your resume for errors Discover ways to quickly get hands on experience Network with IT professionals to make connections Company Profile Resources Guide ,1990 Kinn's Medical Assisting Fundamentals Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2018-08-31 Launch your Medical Assisting career with Kinn s Medical Assisting Fundamentals Administrative and Clinical Competencies with Anatomy RMA and CMAS from American Medical Technologist CCMA and CMAA from the

National Healthcareer Association NCMA from the National Center for Competency Testing and CMAC from the American Medical Certification Association Emphasis on anatomy and physiology along with pathology signs symptoms diagnostic procedures and treatments enables you to meet key competencies Strong focus on medical terminology includes feature boxes that highlight chapter related medical terminology to help you learn word parts pronunciation and definitions Math exercises embedded throughout the text challenge you to sharpen your math skills Procedures are mapped to CAAHEP and ABHES accreditation standards down to the step offer rationales for each step and can be conveniently performed in the classroom Customer Service boxes in appropriate chapters help you develop the soft skills that employers seek when hiring Medical Assistants Applied learning approach introduces a case scenario at the beginning of each chapter and then revisits it throughout the chapter to help you understand new concepts as they are presented Chapter learning tools include vocabulary with definitions critical thinking applications and content that ties directly to the order of learning objectives Pharmacology glossary of the top 100 150 most common over the counter and prescription medications gives you quick access to pronunciation guides generic and trade names and drug classification

Haldane's Best Resumes for Professionals, 2000 Outlines the principles of writing an effective resume that will attract the attention of potential employers

BIG BOOK OF JOBS, 2009-2010 McGraw-Hill Editors, 2008-09-23 Comprehensive up to the minute information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms you with the tools to effectively pound the pavement

Résumé Magic Susan Britton Whitcomb, 2003 This book explains the nuts and bolts of resume creation It provides before and after resume transformations that are unbelievable yet easy to do By sharing the blueprints to writing a successful resume Resume Magic will help your patrons present their strengths effectively

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

Gallery of Best Resumes for People Without a Four-Year Degree David F. Noble, 2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket

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