

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

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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Google Resume: An Easy Guide to the Best Features Bill Stonehem,2016-08-10 Since its inception the name Google has become synonymous with information and know how Users are able to tap into the mega search engine to ascertain details from the most minute to the most complex and be afforded a wealth of information In continuing the trend of meeting consumer needs the owners of Google have introduced Google Resume Google Resume is a professional resume building assistant that can be accessed and utilized for that all important resume creation The process is seamless and timely and the end result professional and trendy The new feature offers users a plethora of resume templates from which to choose This provides options that enable users to personalize the resume process selecting templates to complement the position being applied for as well as to suit their individual personality

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

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

Top Notch Executive Resumes Katharine Hansen,2025-09-12 Branded resumes that illuminate the candidate s unique value proposition and ROI are a must in today s quest for the executive suite Top Notch Executive Resumes not only explains how to integrate branding into career marketing communication but also how to craft resumes that address your fit with the organization s mission and meet an employer s specific business needs Hansen instructs high level professionals in framing past accomplishments so that the employer can visualize the executive s strategic vision and industry insights as well as what he or she can contribute Highlights of the book include A huge collection of resume samples in cutting edge formats organized by profession for easy navigability Examples of a wide variety of complementary documents including leadership profiles and executive bios that top level professionals need to round out their executive portfolios Special additional features including the preferences and peeves of hiring decision makers guidelines for working with recruiters frequently asked questions and case studies detailing complete job search marketing campaigns Let Top Notch Executive Resumes get you into that corner office

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Occupational Outlook Handbook ,2008 [Backup Skills for a Tough Job Market](#)

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the requirements of high education Best of all they are your backup plan to help stay in demand during tough time and bad economy Whether or not you have a degree there is still hope to find a shortcut to jobs **A Career in the Sky: Your Step-by-step Guide to Becoming a Flight Attendant** Megha Madan,2021-10-04 Written by an experienced international flight attendant A Career in the Sky is a practical and to the point guide on how to prepare for and be successful at one of the most envied jobs in the world For anyone who aspires to become a flight attendant this comprehensive book will be your key to having an edge over others and becoming the best of the best With simple language and valuable advice and information this book will help you understand everything you need to know about The application process How to write an impactful resume and covering letter How to prepare well for an interview Grooming to look smart and elegant How to answer tricky questions in the gruelling interviews Key attributes required roles and responsibilities Insightful strategies to clear the interview and get selected Be a step ahead of the competition and earn your wings with A Career in the Sky Occupational Outlook Handbook United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover

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make a greater impact Rounded out with information about best practices checklists and profiles of inspiring leaders For A Good Cause is the do gooder s go to resource for giving joyfully *Australian Resumes For Dummies* Amanda McCarthy,2012-03-08 Created especially for the Australian customer Packed with tips on creating and distributing your resume in today s new job search environment Whether you re entering the job market for the first time changing jobs or changing careers *Australian Resumes For Dummies* shows you all the tricks in getting your resume noticed in a new era in recruiting and job finding With a wealth of sample resumes help with selection criteria and job search tips this resource will help you stand out from the crowd Discover how to Master the basics Format your resume for cyberspace Create a killer cover letter Tailor your resume to companies and jobs Secure employment overseas Decipher and address government selection criteria **4 Pillars: Creating a Life on YOUR Terms** Geoff Smith,2022-05-21 What does it feel like to create a life on your terms Where your health relationships finances and mindset are all supercharged with positive momentum and intent The 4 Pillars offers a template on how to shape your life towards fulfilment in these areas where you learn to master your health take control of your relationships grow your finances and develop a clear and positive mindset The 4 Pillars is your roadmap to a better life *The Job Tree: Winning Your Next Job* Lee Smith,2021-02-24 Winning a new job can be a challenge Jobs are changing worldwide Technological change globalization and economic disruptions like recessions all have an impact Workforces are becoming increasingly mobile with frequent job changes This book will help you develop the skills and documents for successful job hunting It provides expert advice resources and support It also helps you develop your resum social media bio and interview skills The book contains step by step guidance and tips on how to handle the complex field of job searching The Job Tree will help you win your next job **How to Survive and Maybe Even Love Health Professions School** Arlene M Muller,2011-09-15 The author s simple clear and direct approach goes beyond normal classroom skills It s your constant companion from your first day at school through graduation to your first job You ll find a wealth of ideas and tips to help you solve the real life issues you ll face as a student and a professional You ll even learn techniques and strategies for finding and landing that first job *The Complete Book of Resumes* Karen Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

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Table of Contents Resume Template Best Customer Service

1. Understanding the eBook Resume Template Best Customer Service
 - The Rise of Digital Reading Resume Template Best Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Best 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 Best Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Best Customer Service
 - Personalized Recommendations
 - Resume Template Best Customer Service User Reviews and Ratings

- Resume Template Best Customer Service and Bestseller Lists
- 5. Accessing Resume Template Best Customer Service Free and Paid eBooks
 - Resume Template Best Customer Service Public Domain eBooks
 - Resume Template Best Customer Service eBook Subscription Services
 - Resume Template Best Customer Service Budget-Friendly Options
- 6. Navigating Resume Template Best Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Best Customer Service Compatibility with Devices
 - Resume Template Best Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Best Customer Service
 - Highlighting and Note-Taking Resume Template Best Customer Service
 - Interactive Elements Resume Template Best Customer Service
- 8. Staying Engaged with Resume Template Best Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Best Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Best Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Best Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Best Customer Service
 - Setting Reading Goals Resume Template Best Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Best Customer Service
 - Fact-Checking eBook Content of Resume Template Best 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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