# CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466-(843)-204-5643

Andrew Black of rmail 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 proven skills to effectively fill the managerial role in your company.

#### PROFESSIONAL EXPERIENCE

#### SATTELITE 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

Boston, MA September 2009 – 2010

Customer Service Intern

 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 Best Customer Service**

**Sebastian Brünink** 

#### **Resume Template Best Customer Service:**

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

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Occupational Outlook Handbook United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover

**The Job Closer** Steve Dalton, 2021-04-20 The author of The 2 Hour Job Search shows you how to land your dream job from writing the perfect resume and cover letter to nailing any interview and negotiating your offer Steve Dalton's 2 Hour Job Search simplified the process of finding work by utilizing technology and now The Job Closer helps you seal the deal by applying his time saving techniques to the surrounding steps As a career consultant Dalton has found that job seekers routinely overinvest in trivial aspects of the employment hunt while underestimating the important ones In this guide you ll learn how to avoid wasted effort and excel in all areas by using tools such as The FIT Model which helps job seekers nail the answer to Tell me about yourself using principles from the world of screenwriting The RAC Model perfect for writing efficient cover letters and answering Why this company or job in an interview The CAR Matrix designed to help you craft compelling interview stories and deploy them in the most powerful way The Prenegotiation Call which takes the awkwardness out of asking for more and turns your negotiator from an adversary into a partner And many more The Job Closer will leave you with more time for networking making meaningful connections and showcasing your unique talents so your odds of success in landing the perfect job improve exponentially For A Good Cause Diane Lebson, 2025-07-30 For many volunteers fundraising is a necessary evil a dirty F word that compels them to have uncomfortable conversations with their families and friends Through her work with countless female philanthropists Diane Lebson discovered that there was no definitive quide volunteers and activists could turn to for guidance in navigating the day to day activities associated with doing good in the world so she wrote one Leveraging the skills and experiences she cultivated over more than twenty five years as a nonprofit executive board member and consultant For A Good Cause offers practical tips on how to do philanthropy In chapters divided up by specific activities such as serving on a board advocating for a cause starting your own philanthropic venture becoming a fearless fundraiser and more Diane offers practical advice on how to professionalize your philanthropic engagement and

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 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 The Job Tree: Winning Your Next Job Lee Smith, 2021-02-24 Winning a new job can be a your roadmap to a better life 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

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