

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

Resume Template Best Customer Service

RD Boyd



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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

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