

CUSTOMER SERVICE (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

PROFESSIONAL PROFILE

- **Quality Control:** Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- **Management:** Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- **Attention to Detail:** Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- **Project Execution:** Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- **Creativity:** Designed and conducted client surveys in order to obtain information about potential customers and to quantify reasons for service cancellations

SKILLS

- **Customer Service Software** - Complete familiarity with Zendesk, Freshdesk, and Kayako
- **Bilingual** - Native English speaker and conversational in Spanish
- **Conflict Resolution** - Trained in Conflict Resolution at Notre Dame

RELEVANT WORK EXPERIENCE

EDMARK SOFTWARE COMPANY

CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 - PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they delivered high quality customer care on a daily basis
- Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

VERIZON WIRELESS

CUSTOMER SERVICE | SAN ANTONIO, TX | 2009 - 2012

- Achieved an average of 95%+ customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL

BACHELOR OF SCIENCE IN MARKETING, MAY 2009

Resume Template In The Us Customer Service

CO Houle



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play summary faustus becomes dissatisfied with his studies of medicine law logic and theology therefore he decides to turn to the dangerous practice of necromancy or magic he has his servant wagner summon valdes and cornelius two german experts in magic faustus tells them that he has decided to experiment in necromancy and needs them

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1 who are the university wits and the university wits refer to a group of pre-shakespearean playwrights associated with the university of cambridge or oxford they are thomas kyd john lyly george peele robert greene thomas lodge thomas nash and christopher marlowe 2 who was the greatest of the dramatists of shakespeare's predecessors

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mephistopheles will not answer this we see faustus becoming wracked with regret he finally cries the name of christ and at this lucifer and beelzebub join them faustus presumes they have come to fetch his soul they tell him that they have come to faustus dr faustus dr faustus dr faustus gce drama 2016 dr faustus

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oct 26 2023 answer for his time in hell to be limited to a hundred thousand years let faustus live in hell a thousand years a hundred thousand and at last be saved act v scene 3 lines 168 169 faustus wishes for more time or for time to stand still so that he can repent but he does not wish to take back his actions

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the tragical history of the life and death of doctor faustus commonly referred to simply as doctor faustus is an elizabethan tragedy by christopher marlowe based on german stories about the title character faust it was probably written in

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1 40 50 faustus speaks these lines near the end of his opening soliloquy in this speech he considers various fields of study one by one beginning with logic and proceeding through medicine and law

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insofar as doctor faustus is a christian play it deals with the themes at the heart of christianity s understanding of the world first there is the idea of sin which christianity defines as acts contrary to the will of god

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4 of 5 over which country does faustus imagine himself as king prussia italy germany england 5 of 5 who lists several texts to help faustus study magic the evil angel

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faustus similar to the heroes of greek tragedies has one fatal error or tragic flaw known as hamartia making a pact with

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