

CUSTOMER SERVICE RESUME

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(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



Bill Stonehem

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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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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 guide 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 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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