

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

Sample Customer Service Resume

Scott C. Dulebohn



Sample Customer Service Resume:

This book delves into Sample Customer Service Resume. Sample Customer Service Resume is a vital topic that needs to be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Customer Service Resume, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Customer Service Resume
 - Chapter 2: Essential Elements of Sample Customer Service Resume
 - Chapter 3: Sample Customer Service Resume in Everyday Life
 - Chapter 4: Sample Customer Service Resume in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, this book will provide an overview of Sample Customer Service Resume. This chapter will explore what Sample Customer Service Resume is, why Sample Customer Service Resume is vital, and how to effectively learn about Sample Customer Service Resume.
 3. In chapter 2, the author will delve into the foundational concepts of Sample Customer Service Resume. The second chapter will elucidate the essential principles that must be understood to grasp Sample Customer Service Resume in its entirety.
 4. In chapter 3, the author will examine the practical applications of Sample Customer Service Resume in daily life. This chapter will showcase real-world examples of how Sample Customer Service Resume can be effectively utilized in everyday scenarios.
 5. In chapter 4, this book will scrutinize the relevance of Sample Customer Service Resume in specific contexts. The fourth chapter will explore how Sample Customer Service Resume is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about Sample Customer Service Resume. The final chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Customer Service Resume.

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