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

Sample Customer Service Resume

Karen Schaffer

Sample Customer Service Resume:

Enjoying the Tune of Phrase: An Psychological Symphony within Sample Customer Service Resume

In a world used by monitors and the ceaseless chatter of instant transmission, the melodic beauty and mental symphony created by the prepared term often disappear in to the backdrop, eclipsed by the relentless noise and distractions that permeate our lives. But, located within the pages of **Sample Customer Service Resume** a stunning fictional value overflowing with natural feelings, lies an immersive symphony waiting to be embraced. Crafted by an outstanding composer of language, that interesting masterpiece conducts readers on a mental journey, skillfully unraveling the hidden melodies and profound influence resonating within each carefully crafted phrase. Within the depths with this emotional examination, we can discover the book is main harmonies, analyze its enthralling publishing fashion, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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