# 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

# **Resume Samples In Customer Service**

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#### **Resume Samples In Customer Service:**

RESUME SAMPLES 60 for IT & Others Gyan Shankar, 2024-07-24 This book contains sixty sample resumes for various IT and other job roles which are distinct for freshers and seniors This guidebook offers a new approach and a well marked path to the construction of an effective r sum in formats hiring managers prefer The opening chapter provides the different formats of resumes for freshers and seniors and explains each one and provides the information you need to ensure that you use the right format for your resume depending on your profile overall work history and the type of job you re seeking

**Resumes For Dummies** Laura DeCarlo, 2015-07-14 Master the art of resume writing and boost your chances of getting hired With unemployment rates still running high getting an edge up on the competition in your field whatever it may be can be an intimidating and exhausting undertaking Luckily Resumes For Dummies is here to serve as your life raft as you navigate the murky waters of a modern day job search Inside you ll find expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams There s nothing easy and breezy about looking for a new job whether you currently have one or not But rather than succumbing to the panic that might convince you to hide under the covers Resumes For Dummies arms you with the confidence you need to write a resume that will have prospective employers knocking your at your door Includes tips on avoiding common resume writing mistakes Provides updates on the latest changes in the job market that you ll need to take into account when writing a resume Outlines how to approach a lay off in a professional light Covers how to confront privacy and reputation issues in online social job search Whether you re a recent graduate second timer looking for your next job prime timer who hasn t job searched in decades or the unfortunate victim of a lay off Resumes For Dummies takes the fear out of putting your skills on paper and sets you on the path to getting your foot in the door and landing the job of your dreams Resumes For Dummies Joyce Lain Kennedy, 2007-02-26 Is your job search stalling out after you submit a resume but before you re offered an interview With reinvented recruiting technology unmanageable millions of resumes choking employer databases and government mandates in the name of diversity a gigantic change has occurred in the recruiting world over the past several years and it demands a fresh look at how you write and market your resumes Whether you re entering the job market for the first time changing jobs or changing careers Resumes for Dummies 5th Edition will show you the ropes and rules for a new era in recruiting and job finding With 85% new content added since the previous edition this up to date guide gives you the very latest strategies on how to create and more importantly distribute your resume in today s new job search environment You ll learn Why most generic online resumes fail How to customize resumes for each job opening New quick ways to find the right jobs How to use meta search engines to your advantage Why both digital and print versions of resumes are still needed How to use resumes interactively The resume basics that still knock em dead How to create resumes for your life s changing phases What to do after you send them your resume With a wealth of sample resumes organized by industry and career field

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