

CUSTOMER SERVICE

from Resume Genius

about

Customer Service Representative with over 3 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.

contact



(123) 456-7895



harperstewart@gmail.com



45 Winfield Dr.
Charleston, SC 90764



LinkedIn.com/in/username

EDUCATION

B.A. MARKETING
Boston University
Boston, MA
2018

A.A. COMPUTER SCIENCE
Boston University
Boston, MA
2016

SKILLS

Zendesk / Kayako / Parcel Audit
Microsoft Office Suite
Excellent communication skills
70WPM Typist
Problem solving
Bilingual in English and Spanish

AWARDS

EMPLOYEE OF THE MONTH
January 2021 / Satellite TV Co.

"FASTEST LEARNER" AWARD
March 2019 / Scottrade

DEAN'S SCHOLARSHIP RECIPIENT
April 2018
Boston University

professional experience

August 2020–Present

CUSTOMER CARE SPECIALIST / *Satellite TV Co. / Mt. Pleasant, SC*

- 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
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

June 2018–July 2020

CUSTOMER SERVICE INTERN / *Scottrade / Boston, MA*

- Memorized entire line of company products and 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, even during moments of customer dissatisfaction

Resume Skills Abilities Customer Service

Amanda McCarthy



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