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

ML Morrison

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