

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

G Orfield



Resume Skills Abilities Customer Service:

Unveiling the Power of Verbal Beauty: An Mental Sojourn through **Resume Skills Abilities Customer Service**

In a global inundated with monitors and the cacophony of immediate communication, the profound power and psychological resonance of verbal beauty often disappear in to obscurity, eclipsed by the constant assault of sound and distractions. Yet, situated within the musical pages of **Resume Skills Abilities Customer Service**, a charming perform of literary beauty that pulses with natural thoughts, lies an memorable trip waiting to be embarked upon. Composed with a virtuoso wordsmith, this magical opus instructions viewers on a psychological odyssey, gently exposing the latent potential and profound influence stuck within the complex web of language. Within the heart-wrenching expanse of this evocative evaluation, we can embark upon an introspective exploration of the book is key subjects, dissect their interesting publishing model, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

https://crm.avenza.com/About/book-search/default.aspx/Philips_Dvd_Vcr_Player_Dvp3340v_Manual.pdf

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