CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466-(843)-204-5643

Andrew Black of rmuil 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

Walter L. Fortson, Harve L. Nichols

Sample Customer Service Resume:

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** Arnold G. Boldt, Wendy Enelow, 2025-09-12 For the first time ever here s a resume book that clears away the clutter and gets down to the brass tacks of what it takes to write and design a resume that will get you interviews and job offers Authors and professional resume writers Wendy Enelow and Arnold Boldt share their insights knowledge and more than 35 years of combined experience to help you prepare a resume that will get you noticed not passed over No Nonsense Resumes begins with a thorough but easy to understand explanation of the key elements that are vital to creating an attention grabbing resume including how to Strategically position your resume Showcase your skills and achievements Format and design a professional looking resume Select and integrate key words Prepare and distribute your electronic resumeSubsequent chapters offer specific tips on creating winning resumes for job opportunities in virtually every profession Administration Accounting Banking Government Health Care Hospitality Management Human Resources Law Enforcement Manufacturing Sales Marketing Skilled Trades and Technology Science Engineering Included in each chapter are sample resumes contributed by leading resume writers and career consultants worldwide The Complete Idiot's Guide to the Perfect Resume Susan Ireland, 2002-12 Includes tips on writing an effective resume creating an accurate yet impressive job statement networking using software programs and other resume technologies and making the most of your experience

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who are out of work with your summer job at the diner internship at the local paper or spot on the Ultimate Frisbee team Dr Q to the rescue For two decades communication professor Quentin Schultze has been teaching r sum writing to college students and recent graduates helping them identify their strengths and transferable skills from their unique life experiences from extracurriculars to part time jobs to internships to volunteering With R sum 101 you ll discover the secrets to composing strong impressive resumes and cover letters such as What to include when you lack professional experience How to get great references and recommendations Why to use a summary rather than objective statement When to include hobbies travel and technology skills What to do if your GPA isn t sky high Which designs and basic formats work the best Where to find the perfect verbs and adjectives for a specific job With Dr Q s help you ll soon have a r sum and cover letter that will show hiring managers who you really are why you re prefect for your dream job and why they should choose you

The Resume.Com Guide to Writing Unbeatable Resumes Warren Simons, Rose Curtis, 2003-08-22 The nation s 1 online resume service offers its exclusive advice on how to craft a winning resume The Resume com Guide to Writing Unbeatable Resumes draws upon the author's considerable expertise as well as the vast Resume com database to arm job seekers with Sample resumes for every profession and job category at every level from entrylevel to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they ll be able to receive a free resume consultation with one of Resume com's career consultants. The Complete Guide to Writing Effective Résumé Cover Letters Kimberly Sarmiento, 2009 The companion CD is packed with samples and worksheets to help you brainstorm and create a successful cover letter

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to get noticed and get your dream job **The Complete Book of Resumes** Karen Schaffer, 2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience **Resume Writing Without Paid Work Experience** Walter L. Fortson, Harve L. Nichols, 2001 What others are saying about this book ADULT PROGRAMS ADULT BASIC AND LITERACY EDUCATION PROGRAMS I like it because it is such an engaging upbeat and enjoyable book that I had trouble putting it down I especially like the way that it gives concrete examples to show my students how to meet the qualifications of a particular job Otherwise they would probably never think that they had a shot at the position Volunteers can use it even if they have no formal training in adult education because everything is clearly spelled out and the forms are spacious Judith Aaronson founder of the Pittsburgh Literacy Council WELFARE TO WORK WIA PROGRAMS This is an invaluable tool for a population that wants to be productive but doesnOt know how to present themselves in a light that will ensure employment And for those with work histories it lets them to more easily identify the valuable transferable skills that they possess Dr Georgine Scarpino former director of JTPA WIA and Welfare to Work programs PROGRAMS FOR PERSONS WITH DISABIITIES In providing employment support services to persons with disabilities oftentimes there is a lack of work history or gaps in employment This book is a tool to develop a resume that draws from life experience and non paid work experiences Just working through the suggested activities can be a confidence builder for individuals seeking employment Diane Celidonia Supervisor Employment Services The Damn Good Resume Guide, Fifth Edition Yana Parker, Beth Brown, 2012-05-22 One of the best selling resume books of all time and a trusted resource for job seekers for nearly three decades this edition of The Damn Good Resume Guide has been completely revised and updated for today s marketplace One of the best selling resume books of all time and a trusted resource for job seekers for nearly three decades this edition of The Damn Good Resume Guide has been completely revised and updated for today s marketplace The Shortest Distance Between You and Your Next Job For hundreds of thousands of job seekers The Damn Good Resume Guide has been the go to resource for writing and refining their resumes to damn near perfection Filled with savvy advice and written in a straightforward user friendly style The Damn Good Resume Guide will help you zero in on that dream job then craft a winning resume that gets your foot in the door This tried and true best seller has been fully revised and updated for today s job market including

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for Undergraduates Abigail O. Akande, Michael B. Lavetsky, Stacey Conway, 2024-10-08 This textbook is a comprehensive and sequential guide designed specifically for undergraduate students entering internships in the human services field and for the faculty serving as their internship supervisors With a strong focus on career development and self exploration it builds understanding of the theoretical knowledge and core competencies needed for practical clinical experience in a variety of human services positions such as rehabilitation social work case management counseling and criminal justice Through a variety of exercises and activities in an effective workbook format this book assists student interns in developing a better sense of self in relation to their career readiness and helps them to identify career paths in the human services field It goes on to support them in developing the soft skills necessary to navigate professional careers and gives guidance on how to secure undergraduate internships in the human services field The book focuses on how to develop the tools needed to succeed from counseling skills case management and crisis management to ethical conduct multicultural considerations self care legislation and working under supervision It is accompanied by downloadable versions of all the exercises and activities which will be available for instructors using this book as a course text By targeting the career exploration content that is vital in the experience of undergraduates who are seeking professions in such a broad human services field it will be essential reading for students at this level It is also a valuable resource for internship or practicum instructors in undergraduate programs with a focus on rehabilitation human services social work psychology criminal justice and other related helping TOP SECRET Resumes & Cover Letters, the Third Edition Ebook Steven Provenzano CPRW/CEIP,2012 As seen on fields in CNBC CNN WGN The Wall Street Journal and endorsed by The Chicago Tribune the new edition of Top Secret Resumes is now the complete career marketing tool for all job seekers This is the only book of its kind that includes a free consultation by the author Includes more than 100 high impact Resumes and Cover Letters for virtually all professions 250 8 5 x 11 pages total Bonus includes tips on effective Linkedin Profiles Networking Career Marketing Interviewing and Online Resources Covers Executive Positions Technical Non Technical Management Engineering IT Software Hardware design Sales and Marketing Teachers Nurses HR Public Relations and more many with documented results Steven Provenzano s books have sold more than 100 000 copies and remain essential guides for serious job seekers He has written more than 5000 resumes for clients worldwide for over 20 years and the full cost of this book is reimbursed with any resume writing service by the Vault Career Guide to Pharmaceutical Sales & Marketing Carole Moussalli, 2006 author at https Execareers com Get the inside scoop on pharmaceutical sales careers with this new Vault Guide Overview of the industry functions in pharmaceutical sales field sales sales management training and development instructional design content development project management jobs and career paths getting hired education interview preparation and more

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