

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466
(843)-204-5645

Andrew.Blackiv@gmail.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 my proven skills to effectively fill the managerial role in your company.

PROFESSIONAL EXPERIENCE

SATELLITE 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 *Customer Service Intern*

Boston, MA
September 2009 – 2010

- 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

Sandra E. Lamb



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 **No-Nonsense**

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 resume Subsequent 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

Resume 101 Quentin J. Schultze, 2012-03-27 Minimal job experience No problem You ve just graduated and are ready to land your first real job after college or high school But how do you write the first r sum and cover letter of your career if you don t have any previous jobs to list How do you stand out above the other applicants including people with more experience

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 resume 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 Resume 101 you will 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 will soon have a resume and cover letter that will show hiring managers who you really are why you're perfect 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 entry level 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 will 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

Writing Resumes and Cover Letters For Dummies - Australia / NZ Amanda McCarthy, Kate Southam, 2014-04-30 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today's tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it's simply not a good time to be looking So how do you make yourself stand out *Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition* shows you how to catch a recruiter's attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve *Writing Resumes and Cover Letters For Dummies* gives you all the tools and tips you need

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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book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs *Clearinghouse Review*, 1977

Writing Resumes that Work Robert R. Newlen, 1998 Accompanying disk contains resume templates The resumes are located in directories corresponding to the appropriate chapter in the book text filenames correspond to sample resumes within that chapter

CareerJournal.com Resume Guide for \$100,000 + Executive Jobs William E. Montag, 2002-10-22 The Proven Professional Resume and Job Search Guide for Executives in the 100K and Above Salary Range This new expanded edition of a classic bestseller supplements veteran career advisor William Montag's years of experience with the powerful online resources of CareerJournal.com The Wall Street Journal's own career Web site Let this handy resource be your own professional executive coach with up to the minute advice on how to land your ideal executive job using proven high visibility marketing techniques The top notch real world resume and cover letter samples inside will help you launch your search with the same competitive edge held by the top level clients of Montag Associates You'll learn how critical self marketing is to your success and how to maximize your marketability by pairing the perfect cover letter with the right resume for any job opportunity By combining the author's power packaging and patented Expansionist Theory™ methods with 24/7 online job search strategies you can outmarket outsmart and outclass the competition Put your executive job search on the fast track with All the marketing techniques and online skills of professional executive career coaches Up to date listings of the best career and job search sites on the Internet Sample resumes accompanied by their own specially designed cover letters Frequently asked questions and market tested answers Top ten rules for the twenty first century job market

Post Office Jobs Dennis V. Damp, 2005 The new 4th edition includes a new 473 Postal Exam study guide and provides all the information needed to locate job vacancies prepare for exams and explore all jobs including those that don't require entrance tests This updated edition covers all occupations from janitors general maintenance and technicians to truck drivers mail carriers clerks administrative and clerical positions The author provides an insider's perspective on what it takes to go from job hunter to hired and everything in between Damp worked 35 years for Uncle Sam This is the only Postal Service career guide that includes related civil service job options the new updated 473 Postal Exam and study guide and prepares the reader for interviews and covers ALL occupations The book helps job seekers to Identify ALL vacancies Match your skills to postal jobs Locate postal exam test dates Study for the 473 Postal Exam Complete job applications Prepare for job interviews Apply for jobs that don't require exams Explore civil service options

Experiential Learning and Internship

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 fields.

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