

# CUSTOMER SERVICE RESUME

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*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

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### **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

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### **BOSTON UNIVERSITY** *Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- 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

**S Ben Porath**



## **Sample Customer Service Resume:**

## Unveiling the Energy of Verbal Artistry: An Psychological Sojourn through **Sample Customer Service Resume**

In some sort of inundated with displays and the cacophony of quick interaction, the profound energy and mental resonance of verbal art frequently fade into obscurity, eclipsed by the continuous barrage of noise and distractions. Yet, situated within the musical pages of **Sample Customer Service Resume**, a fascinating perform of fictional elegance that impulses with fresh feelings, lies an unique journey waiting to be embarked upon. Composed by way of a virtuoso wordsmith, this mesmerizing opus guides readers on an emotional odyssey, lightly exposing the latent potential and profound affect embedded within the complicated internet of language. Within the heart-wrenching expanse of the evocative evaluation, we shall embark upon an introspective exploration of the book is key subjects, dissect their captivating writing model, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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