

CUSTOMER SERVICE RESUME

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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

Resume Samples For Customer Service

A Gutmann



Resume Samples For Customer Service:

RESUME SAMPLES 60 for IT & Others Gyan Shankar, 2024-07-24 This book contains sixty sample resumes for various IT and other job roles which are distinct for freshers and seniors This guidebook offers a new approach and a well marked path to the construction of an effective resume in formats hiring managers prefer The opening chapter provides the different formats of resumes for freshers and seniors and explains each one and provides the information you need to ensure that you use the right format for your resume depending on your profile overall work history and the type of job you are seeking

Real-Resumes for Customer Service Jobs Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers

Resumes For Dummies Joyce Lain Kennedy, 2007-02-26 Is your job search stalling out after you submit a resume but before you are offered an interview With reinvented recruiting technology unmanageable millions of resumes choking employer databases and government mandates in the name of diversity a gigantic change has occurred in the recruiting world over the past several years and it demands a fresh look at how you write and market your resumes Whether you are entering the job market for the first time changing jobs or changing careers Resumes for Dummies 5th Edition will show you the ropes and rules for a new era in recruiting and job finding With 85% new content added since the previous edition this up to date guide gives you the very latest strategies on how to create and more importantly distribute your resume in today's new job search environment You will learn Why most generic online resumes fail How to customize resumes for each job opening New quick ways to find the right jobs How to use meta search engines to your advantage Why both digital and print versions of resumes are still needed How to use resumes interactively The resume basics that still knock em dead How to create resumes for your life's changing phases What to do after you send them your resume With a wealth of sample resumes organized by industry and career field experience level and age and special circumstances along with tips on choosing professional resume help and other valuable resources Resumes for Dummies 5th Edition will help you get noticed in a universe saturated with billions of resumes and more on the way

How to Write It, Third Edition Sandra E. Lamb, 2011-08-30 Write personal and professional communications with clarity confidence and style How to Write It is the essential resource for eloquent personal and professional self expression Award winning journalist Sandra E Lamb transforms even reluctant scribblers into articulate wordsmiths by providing compelling examples of nearly every type and form of written communication Completely updated and expanded the new third edition offers hundreds of

handy word phrase and sentence lists precisely crafted sample paragraphs and professionally designed document layouts How to Write It is a must own for students teachers authors journalists bloggers managers and anyone who doesn't have time to wade through a massive style guide but needs a friendly desk reference **Resume Essentials** Neil

O'Donnell,2025-04-07 Resumes remain a critical tool for job seekers hoping to get noticed by hiring managers and with the Applicant Tracking Systems used by businesses to scan submitted resumes for the best candidates amongst hundreds of CV's developing a standout resume is more important than ever With professional resume writers charging upwards of 100 dollars job seekers often look to friends colleagues and the internet for resume help but these resources often lack knowledge that certified resume writers possess to help job seekers stand out from a crowd of applicants Neil O'Donnell's RESUME ESSENTIALS provides guidance from a certified career coach and professional resume writer to help you perfect your CV and increase your chances of success in your next job application *Motivated Resumes & LinkedIn Profiles* Brian E.

Howard,2017-11-01 Book Five in Motivated Series by Brian E Howard Resumes are the cornerstone to any successful job search and this resource gives you unprecedented insight and advice from more than a dozen of the most experienced and award winning resume and LinkedIn profile writers in the industry Get inside the minds of these writers to learn how to create impactful materials that get you interviews and job offers Learn how they think about keywords titling branding accomplishments format color design and a host of other resume writing and LinkedIn profile considerations Become an insider and learn the secrets from some of the very best **No-nonsense Resumes** Wendy S. Enelow,Arnold G.

Boldt,2006-01-01 A no nonsense guide to creating an effective resume covers such topics as preparing a professional resume presentation using attention grabbing keywords and using electronic resume submission tools Job Coach-Life

Coach-Executive Coach-Branding-Letter & Resume-Writing Service Anne Hart,2005-10-07 Here's how to start your personal service business Develop an icon logo and motto for your coaching clients As a job or career coach an executive coach or a life coach you will be presenting and classifying your client's competencies writing resumes cover letters and creating a wide variety of business correspondence including sales letters news releases and direct mail copy You will be planning events for your clients and their prospective employers You'll need to really work a room to find clients as well as niches or jobs for clients when networking at professional associations and trade shows Most frequently you'll be asked to write evaluate and repackage resumes cover letters and other summaries of qualifications of your clients A resume is a summary of qualifications A career coach helps clients find success by taking step by step detailed concrete strategies that solve specific problems get results and reach a defined goal A resume writing business online can be combined with a career coaching enterprise The steps are outlined here for you to follow in chronological order to open and operate a resume writing service business and also a career coaching enterprise online from your home mobile location or office You can telecommute online and still help people find direction by offering information training or consulting services Here's how to open an online

business at home presenting and packaging your clients competencies Make your living writing resumes business letters and being a job coach Help clients obtain appointments for interviews that may eventually lead to finding work Write and repackage resumes and all types of business correspondence from cover letters and follow ups to direct mail or trade show sales letters

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 *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 Contemporary sample resumes all of which landed interviews with job objectives running the career gamut from line cook to sales manager school principal to software engineer Tips on creating a functional chronological or hybrid resume and advice on choosing which format is best for you What to include and what to leave out of your resume so you get the job you really want Smart ways to deal with gaps in your work history and other less than ideal resume scenarios Instructions for writing cover emails and submitting resumes electronically How to set up and excel at an informational interview Advice for formatting polishing and proofing your resume so that it stands out in the right way And much more Follow Parker and Brown's ten easy steps and you'll be well on your way to a smart effective and thoroughly modern resume a resume that makes you look good and produces results [The Overnight Resume, 3rd Edition](#) Donald Asher, 2010-01-12 Call from a headhunter Layoffs getting a little too close for comfort Hear about a great new internal opportunity Getting out of the military Or just frustrated and wonder if you could do better someplace else This is the definitive guide to getting you on the market fast The third edition of The Overnight Resume has been completely revised and updated for everyone from entry level to the executive suite who is serious about getting an interview and landing a job Tip 1 Never use the term entry level in any resume For hundreds more tips that suit your particular case just look inside Information you'll find nowhere else includes How to beat other jobseekers at 1 000 to 1 odds How to launch a full scale job search within 24 hours How to access the hidden job market where the best jobs are What returning parents and returning prisoners have in common How to beat resume sorting software Online resumes HTML scannable and portfolio versions Differences between East Coast and West

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Unveiling the Power of Verbal Art: An Psychological Sojourn through **Resume Samples For Customer Service**

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