

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

Rachel S Tattersall



Resume Skills Abilities Customer Service:

Reviewing **Resume Skills Abilities Customer Service**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is really astonishing. Within the pages of "**Resume Skills Abilities Customer Service**," an enthralling opus penned by a very acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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