

CUSTOMER SERVICE RESUME

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(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

David Baud



Sample Customer Service Resume:

Sample Customer Service Resume Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Sample Customer Service Resume**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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Table of Contents Sample Customer Service Resume

1. Understanding the eBook Sample Customer Service Resume
 - The Rise of Digital Reading Sample Customer Service Resume
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Customer Service Resume
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Customer Service Resume
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Customer Service Resume
 - Personalized Recommendations
 - Sample Customer Service Resume User Reviews and Ratings
 - Sample Customer Service Resume and Bestseller Lists

5. Accessing Sample Customer Service Resume Free and Paid eBooks
 - Sample Customer Service Resume Public Domain eBooks
 - Sample Customer Service Resume eBook Subscription Services
 - Sample Customer Service Resume Budget-Friendly Options
6. Navigating Sample Customer Service Resume eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Customer Service Resume Compatibility with Devices
 - Sample Customer Service Resume Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Customer Service Resume
 - Highlighting and Note-Taking Sample Customer Service Resume
 - Interactive Elements Sample Customer Service Resume
8. Staying Engaged with Sample Customer Service Resume
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Customer Service Resume
9. Balancing eBooks and Physical Books Sample Customer Service Resume
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Customer Service Resume
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Sample Customer Service Resume
 - Setting Reading Goals Sample Customer Service Resume
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sample Customer Service Resume
 - Fact-Checking eBook Content of Sample Customer Service Resume
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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