

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

Resume Samples In Customer Service

Dennis Obado



Resume Samples In 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

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 will 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 is 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 will 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 are 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

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identify the best career change options update their resumes interview with confidence and successfully find jobs As the definition of work and retirement continues to evolve those at midlife have more opportunity than ever to design the jobs they have always wanted *Second Chance How Career Changers Can Find a Great Job* shows how it s done Starting with an overview of midlife retirement trends and the benefits of older employees the book details both the issues involved in making a career change and the career options available to career changers Expert career counselor Mary E Ghilani helps readers analyze why they want to change their career develop a change plan and explore the best career options for their particular circumstances Readers will discover how to find a new job using the latest technology how to effectively market oneself to potential employers how to upgrade a resume and how to improve interviewing skills Self reflective exercises tips on finding a job in a tight economy and helpful career educational and employment resources round out this comprehensive guide

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