

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

Chao Zhang



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

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

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Branded resumes that illuminate the candidate's unique value proposition and ROI are a must in today's quest for the executive suite Top Notch Executive Resumes not only explains how to integrate branding into career marketing communication but also how to craft resumes that address your fit with the organization's mission and meet an employer's specific business needs Hansen instructs high level professionals in framing past accomplishments so that the employer can visualize the executive's strategic vision and industry insights as well as what he or she can contribute Highlights of the book include A huge collection of resume samples in cutting edge formats organized by profession for easy navigability Examples of a wide variety of complementary documents including leadership profiles and executive bios that top level professionals need to round out their executive portfolios Special additional features including the preferences and peeves of hiring decision makers guidelines for working with recruiters frequently asked questions and case studies detailing complete job search marketing campaigns Let Top Notch Executive Resumes get you into that corner office **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

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Table of Contents Resume Samples In Customer Service

1. Understanding the eBook Resume Samples In Customer Service
 - The Rise of Digital Reading Resume Samples In Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Samples In Customer Service
 - 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 Resume Samples In Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Samples In Customer Service
 - Personalized Recommendations
 - Resume Samples In Customer Service User Reviews and Ratings
 - Resume Samples In Customer Service and Bestseller Lists

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