

Kathy Celestine

Customer Service Representative

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Cambridge, MA

978-487-3342

LinkedIn - <https://www.linkedin.com/in/kathy-celestine/>

Twitter - <https://twitter.com/kathycelestine/>

PROFESSIONAL SUMMARY

A professional with over 5+ years of experience in Sales, Tech Support and Customer Service Skills. Recognized as the #01 Customer Service Rep in 2019 and 2020 respectively. Increased the sales growth of the company by 8% using Lead Generation and Sales Tracking Methods.

WORK EXPERIENCE

Customer Service Representative
California Marketing Group - MI, USA

Jan 2018 - Jun 2021

- Handled 100+ calls daily and served their queries with proper solutions.
- Received an average customer satisfaction rate of around 95%, which is 10% higher than the company average.
- Increased sales by 25% over the targeted total sales in 2020 by providing a professional service to customers.
- Trained 10+ Junior Customer Service Representatives on how to handle customers over the phone.

Client Service Representative
Digital Library - NY, USA

Mar 2016 - Dec 2017

- Set up new clients to use online internet portal for ordering.
- Developed client relationships and received multiple complimentary emails of exemplary service.
- Maintained professional relationships with client contacts to ensure top-notch customer service was delivered.
- Performed client service functions including execution of daily financial transactions, issue/problem resolution, client education and account maintenance.

Inbound Customer Service Agent
Draper - UT, USA

Invalid date - Invalid date

- Answered all customer calls promptly and professionally.
- Documented and update customer records based on interactions.
- Work as a team player and uphold the company's standards of professionalism and integrity.

EDUCATION

Bachelor In Business Management
Manhattanville College - New York

Jan 2012 - Dec 2015

SKILLS

- Active Listening
- Problem Solving
- Decision Making
- Empathy
- Tolerance
- Computer Skills
- Microsoft Office Suite
- LiveChat
- Zendesk
- Problem Solving
- Language Skills
- Negotiation
- Persuasion Skills
- Typing
- Mathematics

CERTIFICATES

- Certified Customer Service Professional (CCSP) (Jul 2021)
- Certified Customer Experience Professional (CCEP) (Nov 2018)

Customer Service Representative

Resume Example by: cresuma.com

Resume Description For Customer Service Representative

Michael Hoelscher



Resume Description For Customer Service Representative:

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 *The Perfect Resume for the 21st Century* Pasquale De Marco,2025-08-13 The Perfect Resume for the 21st Century is the ultimate guide to writing a resume and cover letter that will get you noticed by employers Written by a team of career experts this book covers everything you need to know from choosing the right format and fonts to highlighting your skills and experience in the best possible light Whether you re a recent graduate or a seasoned professional The Perfect Resume for the 21st Century has something for you This book will teach you how to Write a resume that is tailored to your specific career goals Craft a cover letter that will make employers want to learn more about you Network effectively and build relationships that can lead to job opportunities Use LinkedIn to your advantage in your job search Interview with confidence and negotiate the best possible salary With its practical advice and real world examples The Perfect Resume for the 21st Century is the only resource you need to land the job you want In today s job market it s not enough to simply have a resume and cover letter You need to have a strong online presence and be able to network effectively The Perfect Resume for the 21st Century will teach you how to do all of these things and more With The Perfect Resume for the 21st Century you ll learn how to Create a professional LinkedIn profile that will attract recruiters Use social media to your advantage in your job search Build relationships with people in your industry Attend industry events and meet potential employers Network online and offline Networking is one of the most important things you can do in your job search It can help you learn about new job openings get your foot in the door at companies you re interested in and build relationships with people who can help you advance your career The Perfect Resume for the 21st Century will teach you how to network effectively both online and offline You ll learn how to Identify potential networking opportunities Make a good impression at networking events Build relationships with people in your industry Use social media to network Follow up with people you meet Networking can be a daunting task but it s essential for career success The Perfect Resume for the 21st Century will give you the tools and confidence you need to network effectively and land the job you want Don t wait any longer to start your job search Order your copy of The Perfect Resume for the 21st Century today and start writing the resume and cover letter that will get you noticed by employers If you like this book write a review **The Elements of Resume Style** Scott Bennett,2014-09-03 There are so many vital questions when it comes to building a r sum today but only

one way to be assured you're getting the right answers by asking a hiring expert Building your resume should be one of the easier parts to the job interview process but it's actually becoming one of the most stressful aspects What kind of resume will spark the employer's interest Which kind most often get passed over How far back are we supposed to go How can we best explain those time gaps in between jobs Are the rules different for online resumes Scott Bennett has hired hundreds of people in a variety of industries and he knows firsthand the insights that will catch an employer's eye as well as what dangers to avoid if you want to survive the first cut Learn how to craft clear compelling targeted resumes and cover letters that actually work In *The Elements of Resume Style* you will be provided More than 1 400 action words statements and position descriptions that help sell your skills and experience Hundreds of words phrases and vague claims to avoid Advice for handling employment gaps job hopping and requests for salary history and requirements Sample resume's response letter inquiry letter informational interview request letter references Surprising tips for acing the interview In today's competitive environment competition is intense no matter the field or position The often overlooked first hurdle to jump over is no doubt the resume The time tested tools in *The Elements of Resume Style* will make sure yours stands out helping to get you the job you deserve

Ridiculous Resumes Quinn Everett, AI, 2025-03-29 *Ridiculous Resumes* tackles the often overlooked world of resume writing revealing why so many job applications end up in the rejection pile This career guide exposes common yet easily avoidable mistakes that job seekers make such as including irrelevant hobbies or exaggerating skills which can instantly disqualify them The book uniquely analyzes real life resume blunders and provides data driven insights into what recruiters look for highlighting how Applicant Tracking Systems ATS filter candidates based on seemingly minor details The book's approach involves dissecting actual resumes to showcase errors and offering practical strategies for crafting a compelling resume It emphasizes understanding the psychology behind recruiter decisions helping job seekers present themselves effectively *Ridiculous Resumes* progresses systematically starting with foundational resume writing principles then dives into common mistakes and finally it provides a step by step guide to creating a modern resume that emphasizes strengths while minimizing weaknesses This approach aims to transform job search efforts into career success

Surviving a Layoff Lita Epstein, 2008-12-17 Being laid off is a traumatic event Downsized workers must face decisions about reorganizing their lives and their finances while grappling with the emotional grief of losing a job This book is a practical guide to dealing with the tough questions a layoff poses Using a week to week timeline the book offers advice on such topics as coping with grief and anger after a downsizing reorganizing life after a layoff how to launch a job search balancing the job search with family and personal time explaining a layoff to family and friends and more This book will show downsized workers how to reorganize schedules set financial and organizational priorities and go for their next job with confidence and enthusiasm

Career For Dummies Three eBook Bundle: Job Interviews For Dummies, Resumes For Dummies, Cover Letters For Dummies Joyce Lain Kennedy, 2013-01-02 Three complete ebooks for one low price Created and compiled by the publisher this career bundle

brings together three of the bestselling For Dummies career titles in one e only bundle With this special bundle you ll get the complete text of the following titles Resumes For Dummies 6th Edition Write a winning resume and land that job interview Is your job search stalling out after you submit a resume but before you re offered an interview With a recession that has caused widespread unemployment having a winning resume is vital to securing an interview and it demands a fresh look at how you write your resumes and market yourself Whether you re entering the job market for the first time looking for a new job after a lay off or changing careers Resumes For Dummies shows you the ropes and rules for a new era in recruiting and job searching Job Interviews For Dummies 4th Edition Does the thought of interviewing for a new job send shivers down your spine It doesn t have to Whether you re searching for your first job changing careers or looking for advancement in your current line of work Job Interviews For Dummies shows you how to use your skills and experiences to your advantage and land that job Following a half decade characterized by an explosion of economic crises global expansion and technological innovation in the job market today s job seekers vie for employment in a tough era of new realities where few have gone before In addition to covering how to prepare for an interview this updated edition explores the new realities of the job market with scenarios that you can expect to encounter an updated sample question and answer section coverage of how you can harness social media in your job search information on preparing for a Web based interview and the best ways to keep your credibility when applying for several jobs at once Cover Letters For Dummies 3rd Edition Cover letters are alive and sell When they re written right that is To stand out in today s sea of qualified job seekers learn to craft riveting new breeds of cover letters create vibrant images online and discover sensational self marketing documents you never imagined This completely revised and updated 3rd Edition of Cover Letters For Dummies brings you all this plus over 200 great new samples by 62 successful professional cover letter resume writers You ve probably suspected that passive and sleepy cover letters merely hugging resumes won t get you where you want to go Especially in a shaky job market

Writing Resumes and Cover Letters For Dummies - Australia / NZ Amanda McCarthy,Kate Southam,2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today s tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it s simply not a good time to be looking So how do make yourself stand out Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition shows you how to catch a recruiter s attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for

the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve Writing Resumes and Cover Letters For Dummies gives you all the tools and tips you need to get noticed and get your dream job

The Complete Book of Resumes Karen Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

Cover Letters For Dummies Joyce Lain Kennedy,2009-01-06 Cover letters are alive and sell When they re written right that is To stand out in today s sea of qualified job seekers learn to craft riveting new breeds of cover letters create vibrant images online and discover sensational self marketing documents you never imagined This completely revised and updated 3rd Edition of Cover Letters For Dummies brings you all this plus over 200 great new samples by 62 successful professional cover letter resume writers You ve probably suspected that passive and sleepy cover letters merely hugging resumes won t get you where you want to go Especially in a shaky job market The verdict s in Since the last edition of Cover Letters For Dummies blazing fast change in tools technology and how hiring managers come calling and how we invite them to look us over means big dramatic changes in our job messages In this exceptional handbook of contemporary job messages you ll discover fresh ways of thinking about cover letters that captain an entire team of new style job messages

Unstructured Data Analytics Jean Paul Isson,2018-03-02 Turn unstructured data into valuable business insight Unstructured Data Analytics provides an accessible non technical introduction to the analysis of unstructured data Written by global experts in the analytics space this book presents unstructured data analysis UDA concepts in a practical way highlighting the broad scope of applications across industries companies and business functions The discussion covers key aspects of UDA implementation beginning with an explanation of the data and the information it provides then moving into a holistic framework for implementation Case studies show how real world companies are leveraging UDA in security and customer management and provide clear examples of both traditional business applications and newer more innovative practices Roughly 80 percent of today s data is unstructured in the form of emails chats social media audio and video These data assets contain a wealth of valuable information that can be used to great advantage but accessing that data in a meaningful way remains a challenge for many companies This book provides the baseline knowledge and the practical understanding companies need to put this data to work Supported by

research with several industry leaders and packed with frontline stories from leading organizations such as Google Amazon Spotify LinkedIn Pfizer Manulife AXA Monster Worldwide Under Armour the Houston Rockets DELL IBM and SAS Institute this book provide a framework for building and implementing a successful UDA center of excellence You will learn How to increase Customer Acquisition and Customer Retention with UDA The Power of UDA for Fraud Detection and Prevention The Power of UDA in Human Capital Management Human Resource The Power of UDA in Health Care and Medical Research The Power of UDA in National Security The Power of UDA in Legal Services The Power of UDA for product development The Power of UDA in Sports The future of UDA From small businesses to large multinational organizations unstructured data provides the opportunity to gain consumer information straight from the source Data is only as valuable as it is useful and a robust effective UDA strategy is the first step toward gaining the full advantage Unstructured Data Analytics lays this space open for examination and provides a solid framework for beginning meaningful analysis **Australian Resumes For**

Dummies Amanda McCarthy, 2012-03-08 Created especially for the Australian customer Packed with tips on creating and distributing your resume in today's new job search environment Whether you're entering the job market for the first time changing jobs or changing careers Australian Resumes For Dummies shows you all the tricks in getting your resume noticed in a new era in recruiting and job finding With a wealth of sample resumes help with selection criteria and job search tips this resource will help you stand out from the crowd Discover how to Master the basics Format your resume for cyberspace Create a killer cover letter Tailor your resume to companies and jobs Secure employment overseas Decipher and address government selection criteria *National JobBank 2010* Adams Media, 2010-09-15 Alphabetically arranged by state this indispensable annual directory to over 21 000 employers offers a variety of pertinent contact business and occupational data American Library Association Business Reference and Services Section BRASS Completely updated to include the latest industries and employers this guide includes complete profiles of more than 20 000 employers nationwide featuring Full company name address phone numbers and website e-mail addresses Contacts for professional hiring A description of the company's products or services Profiles may also include Listings of professional positions advertised Other locations Number of employees Internships offered **Business Expert's Guidebook: Small Business Tips, Technology Trends and**

Online Marketing Scott Steinberg, 2012-06-01 From smartphone apps to tablet PCs and social networks any business can use technology to increase ROI and boost productivity without sacrificing quality or customer service A complete guide with hints tips and advice for modern executives of all experience levels small business expert and entrepreneur Scott Steinberg reveals how to tap their power within From marketing and management to leadership advertising and public relations learn how to slash costs and maximize productivity using today's latest high tech innovations Every business and business plan can profit from keeping up with IT advances Join us as we reveal how to give yours an upgrade Includes Best Business Apps Gadgets Online Services Social Media Secrets Facebook Twitter Google Advertising and PR on Any Budget Online Marketing

and SEO IT Security Tips How to Start Any Business Overnight The one book every entrepreneur should keep handy Gary Shapiro CEO Consumer Electronics Association *Work Smarter, Quit Often, Earn More* Pasquale De Marco, In today's rapidly changing job market the old rules of career advancement no longer apply Gone are the days when you could climb the corporate ladder within a single company gradually increasing your salary and responsibilities over time Now more than ever you need to take control of your career and make strategic moves to achieve your goals This book is your guide to navigating the modern job market and exponentially improving your salary and career prospects Drawing on real world examples and expert advice this book will show you how to Identify your transferable skills and leverage them to find new job opportunities Negotiate effectively to get the salary you deserve Develop in demand skills that will keep you ahead of the curve Build a strong personal brand that will make you stand out from the competition Ace job interviews and land the jobs you want With its step by step approach and practical advice this book will help you Quit your job more often and get big raises Secure the best possible salary and benefits Advance your career faster than you ever thought possible Achieve your full potential and live the life you deserve If you're ready to take control of your career and start earning more then this book is for you It's time to break free from the old rules and start working smarter quitting often and earning more This book is your roadmap to career success in the 21st century If you like this book write a review *Professional Development with Managerial Communication* Jitendra Mhatre, 2025-02-20 Professional Development with Managerial Communication delves into how managers and superiors communicate with their employees and subordinates We explore the pivotal role of communication in human interaction and its importance in the workplace Our book offers a unique approach to managerial skills emphasizing how effective communication leads to professional development We cover topics such as public image impression management reprimanding unproductive behaviors effective presentation skills employment communication best practices and handling crisis communication We examine what communication managers actually do in business across planning organizing leading and controlling functions when professional skills are needed the most Practical insights and real world examples bring these concepts to life making complex topics accessible and engaging Our book helps managers and future managers understand essential professional development skills for management communication We emphasize the importance of developing and molding these skills to enhance employee development Readers will gain a thorough knowledge of managerial communication and its impact on professional growth [Sales 101](#) Wendy Connick, 2019-09-17 Learn the ins and outs of sales techniques with this comprehensive and accessible guide that is the crash course in how to sell anything Sometimes it seems like learning a new skill is impossible But whether you are interested in pursuing a full time sales career want to make extra money with sales as a side hustle or are just looking to turn your hobby into a business everyone can benefit from knowing how to sell With Sales 101 you can start selling now This clear and comprehensive guide is perfect for those who are just starting out in the sales field Presented with a casual and an easy to understand tone it gives

you the information and training you need to get started Sales 101 teaches the basic sales philosophies and tactics that have been successful for centuries along with newer more up to date information about using the internet and social media to find leads and increase your customer base Whether you need guidance in making a presentation or closing a deal to handling rejection or managing your time Sales 101 shares the best advice and solutions to prepare you for a career in the sales field

The High Maintenance Minimalist Kashlee Kucheran,2017-12-04 Who says minimalism has to be boring She quit her 200k job and sold it all to travel the world Kashlee Kucheran had a glamorous life The house dream job the fantastic wardrobe Discover the soul crushing moments that lead to Kashlee letting go of everything she knew for a life of experience rather than materialism Her inspiring how to guide delivers real world advice on how to clear out all the clutter and live a freedom based life Through hilarious stories and insightful guidance this book will teach you step by step how to Declutter downsize and erase debt Finally get your finances in check Favor experiences instead of stuff Create an awe inspiring bucket list Earn an income while exploring the globe Learn your true passion and calling in life This book is a must read for anyone looking to have more freedom in all aspects of their lives It s packed with tools that you can start using from day one it s hilarious and it s real The book is hands down the best and most practical guide to having more control over your mindset and finances that I ve ever read Natalie Ellis Serial Entrepreneur CEO of Boss Babe Inc With Kashlee s in depth workbooks and no BS attitude you ll learn everything there is to know about embracing modern minimalism and the power that comes with it The joy the freedom and the happiness The energy to embrace your inner wanderlust and make life a journey not a credit card driven prison sentence Wake up and realize how capable you are without the all the crap

Real-resumes for Computer Jobs Anne McKinney,2001 There are hot new jobs in the exploding computer field but how do you get to them and how do you present yourself in the most favorable light so that you can be considered for the best jobs This is the book you need if you want a resume that will help you enter or advance in the computer field You ll find words and job titles which are meaningful only in this industry and you ll make sure that your resume talks the talk of the computer field Get the resume book that will help you professionally talk in language such as the following network engineer local area network LAN wide area network WAN Microsoft Certified System Engineer MCSE management information system MIS fiber optics C UNIX software hardware network switching manager wire and cable systems installer switching them chief technical inspector and many other technical terms and job titles designed to communicate in the lingo of the computer field so that you will have an edge in the job market

Practical Contact Center Collaboration Ken Burnett,2011-05-10 A Spy's Resume Marc Anthony Viola,2008-09-29 Since the recent attacks of September 11 2001 the intelligence community has been on a hiring binge According to some estimates over half of those currently employed in the agencies and departments that comprise the U S intelligence community have less than six years experience Consequently there are a lot of people learning the ropes on how to become an intelligence professional A Spy s RZsumZ describes what people can expect when they decide to leave

government or military service In this book Marc Anthony Viola assists government and military professionals transitioning into the civilian world using techniques from the U S intelligence community While Viola includes advice on rZsumZ writing and interviewing his book goes beyond how to find a job to the challenge of conceptualizing a new vocation as well as looking at the personal journey from the perspective of a former intelligence professional transitioning to the civilian sector Viola uses experiences and observations from his own military intelligence career in ways that are of interest and of benefit to anyone thinking of changing careers or in transition with his or her own life

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In a time characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Resume Description For Customer Service Representative**," a mesmerizing literary creation penned by way of a celebrated wordsmith, readers set about an enlightening odyssey, unraveling the intricate significance of language and its enduring affect our lives. In this appraisal, we shall explore the book is central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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Table of Contents Resume Description For Customer Service Representative

1. Understanding the eBook Resume Description For Customer Service Representative
 - The Rise of Digital Reading Resume Description For Customer Service Representative
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Description For Customer Service Representative
 - 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 Description For Customer Service Representative
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Description For Customer Service Representative
 - Personalized Recommendations

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

- 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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