

# CUSTOMER SERVICE RESUME

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(843)-204-5645

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*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

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### **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

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### **BOSTON UNIVERSITY**

*Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- 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

**Xiang Xie**



## **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,Joyce Lain Kennedy,2015-08-03 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 **How to Write It, Third Edition** Sandra E. Lamb,2011-08-30 Write personal and professional communications with clarity confidence and style How to Write It is the essential resource for eloquent personal and professional self expression Award winning journalist Sandra E Lamb transforms even reluctant scribblers into articulate wordsmiths by providing compelling examples of nearly every type and form of written communication Completely updated and expanded the new third edition offers hundreds of handy word phrase and sentence lists precisely crafted sample paragraphs and professionally designed document layouts How to Write It is a must own for students teachers authors journalists bloggers managers and anyone who doesn't have time to wade through a massive style guide but needs a friendly desk reference **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'll 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 experience level and age and special circumstances along with tips on choosing professional resume help and other valuable resources Resumes for Dummies 5th Edition will help you get noticed in a universe saturated with billions of resumes and more on the way **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 you 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

**No-Nonsense Resumes** Arnold G. Boldt, Wendy Enelow, 2025-09-12 For the first time ever here's a resume book that clears away the clutter and gets down to the brass tacks of what it takes to write and design a resume that will get you interviews and job offers Authors and professional resume writers Wendy Enelow and Arnold Boldt share their insights knowledge and more than 35 years of combined experience to help you prepare a resume that will get you noticed not passed over No Nonsense Resumes begins with a thorough but easy to understand explanation of the key elements that are vital to creating an attention grabbing resume including how to Strategically position your resume Showcase your skills and achievements Format and design a professional looking resume Select and integrate key words Prepare and distribute your electronic resume Subsequent chapters offer specific tips on creating winning resumes for job opportunities in virtually every profession Administration Accounting Banking Government Health Care Hospitality Management Human Resources Law Enforcement Manufacturing Sales Marketing Skilled Trades and Technology Science Engineering Included in each chapter are sample resumes contributed by leading resume writers and career consultants worldwide

**Top Notch Executive Resumes** Katharine Hansen, 2025-09-12 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      **The Complete CompTIA A+ Study Guide** Data Nexus, Embark on your journey into the dynamic world of IT with the definitive guide designed for the modern professional The Complete CompTIA A Study Guide is your all in one manual for mastering the latest CompTIA A 220 1201 and 220 1202 certification exams This isn't just another certification book it's a comprehensive career blueprint built to address the complete paradigm shift in the IT industry The days of simply fixing printers and resetting passwords are over Today's IT professionals are navigating artificial intelligence implementing Zero Trust security architectures and supporting a hybrid cloud first workforce This guide prepares you for that reality Inside you will find Forward Looking Content Master the latest exam objectives including AI fundamentals and advanced networking concepts that are shaping the future of tech Hands On Learning Put theory into practice with detailed hands on labs and reinforce your knowledge with hundreds of practice questions and performance based scenarios Proven Career Strategies Go beyond the exam with expert guidance on building a home lab optimizing your resume and leveraging your certification to launch a successful career The CompTIA A certification is your launching pad into a high demand field This book is the first step on that journey providing the foundational knowledge and practical skills you need to not only pass the exam but to thrive in the modern IT landscape

**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 considerations Become an insider and learn the secrets from some of the very best      [Careers in Healthcare and Beyond](#) Evelyn Lee, 2021-07-28 According to the U S Bureau of Labor Statistics some of the fastest projected job growth will occur in the healthcare healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public

It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many opportunities to consider. It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey. This book is also intended for those who currently work in healthcare but may be considering a different job in the field. *Senior High School Work Immersion Module* Mr. Berhn Vincent C. Dosdos, MST, Mr. Earl Niño B. Ledesma, MPA, 2020-09-01. The work immersion program as mandated in DepEd memorandum circular no 30 says that one of the goals of the K 12 Basic education Program is to develop learners the competencies work ethic and values relevant to pursuing further education or joining the world of work. This subject will provide learners with opportunities 1 To become familiar with the work place 2 For employment simulation 3 To apply their competencies in areas of specialization applied subjects in authentic work environments. This book is divided into three parts. Chapter 1 is the understanding of work immersion expected behavior and work ethic necessary in the simulation. Chapter II is the appreciation of work credentials as it is one of the vital prerequisites in the Philippine Work settings. Thus teaching the best practices in any work fields. Chapter III contains the documents related to work immersion and forms necessary in the immersion of students. The 1,2,3 to Landing A Job! Griff Stevens BS MBA CLU FLMI ARA, 2006-11. If you re starting a job search or would like to have the best book at your finger tips should you find yourself unemployed this is the book you want to read and own. From how to build your resume to building confidence in interviewing to how to make things happen in the market this book concisely tells you how to get it done. How to land the job you want. Griff s simple 3 step method of developing the resume preparing for interviewing and approaching the market will not only lead you easily through the process but will leave you more confident in job hunting than you would have ever imagined you d become. In the epilogue Griff shares a very personal story that inspired him to confidence and success he never realized was within him. Griff s confident his book will not only help you develop the skills necessary to become a very effective job hunter but he also sincerely believes these new skills will ignite in you the ability and drive to achieve success in whatever endeavor you take on. The 1 2 3 To Landing a Job is a must read for anyone wishing to start and keep a successful career on track.

**CONGRATULATIONS! YOU'RE HIRED** Mrs.K.Anu Indravathi, For interview etiquette remember to arrive on time dress professionally maintain good posture make eye contact and offer a firm handshake. Be attentive listen actively and answer questions concisely. Express gratitude at the end and follow up with a thank you email. Avoid distractions like phones and be mindful of body language. Overall showcase professionalism and enthusiasm throughout the interview. iPads® in the Library Joel A. Nichols, 2013-06-13. Looking for a programming guide for computer tablet use in the library setting. This book provides detailed plans and instructions with specific literacy goals for child teen and adult audiences exactly what librarians seeking to integrate iPad and other tablet use into their programs need. Tablet computers are fast becoming a ubiquitous technology. These devices also represent a unique opportunity for librarians and teachers because they are

relatively affordable easy to configure and maintain and highly adaptable Written by a practicing digital literacy instruction librarian who is also a trained children s librarian this book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs *Small Business* Vishal K. Gupta,2021-07-14 Small Business Creating Value Through

Entrepreneurship offers a balanced approach to the core concepts of starting managing and working in a small business An ideal textbook for undergraduate courses in small business management and entrepreneurship the book offers a student friendly pedagogical framework that blends foundational research on small business with the real world practice of business ownership Relevant examples are provided throughout the text bringing key concepts to life while providing a realistic view of what it takes to create a successful and sustainable small business Organized into five streamlined sections a small business overview paths to small business ownership financial and legal issues ways to grow a small business and discussion of the Entrepreneur s Dilemma the text offers a diverse range of relatable examples drawn from both actual businesses and from depictions of entrepreneurship in popular media Each clear and accessible chapter features discussion questions mini case studies further reading lists and color visual displays designed to enhance the learning experience and strengthen student engagement and comprehension The World's Greatest Resumes Robert Wm Meier,2005 A career counselor s

guide to overhauling a resume including the world s first Resume Rater and Resume Quality Index real life success stories and more than 25 before and after samples *Encyclopedia of Job-winning Resumes* Myra Fournier,Jeffrey Spin,2006-01-01 This is the most helpful and comprehensive resume book you can buy It includes more than 400 success proven resume expamples that teach you how to personalize your resume according to your own unique career situation The 17 chapters contain resumes that cover all major industries span all job levels from entry level to CEO and are helpfully arranged by both job field and title to make it easy for you to quickly locate the resumes that address your particular field or situation The first chapter includes expert advice on what to include on your resume and what to omit what to emphasize and what to tone down It is specifically designed to keep reading to a minimum so you can start sending out your resume as soon as possible The second chapter devoted to creating hard hitting cover letters includes 40 examples tht cover a wide varitey of typical career situtations while the third chapter include 30 includres 30 resumes that cover difficult circumstance There is even a chapter devoted to students to help new graduates joining the workforce Success from the Start Debra

Koerner,2013-03-22 Rely on Success from the Start for the inspiration and practical business guidance you need to enjoy a

long and rewarding career in massage therapy Business naiveté is one of the primary reasons massage therapists leave the profession The author has written this text to provide you with the business skills you need to envision and then launch a successful career Set yourself on your path to success right from the start     **The Complete Guide to Writing Effective Résumé Cover Letters** Kimberly Sarmiento, 2009 The companion CD is packed with samples and worksheets to help you brainstorm and create a successful cover letter     **The Resume Handbook** Arthur D Rosenberg, 2007-11-01 Only one interview is granted for every 250 resumes received With The Resume Handbook you can make sure yours is the one on top Your resume has one purpose to obtain an interview In order to create an interview winning resume you need to know what to say and how to say it and The Resume Handbook will show you how The book focuses on three major objectives Organization Give your resume structure and visual impact to immediately capture attention The Basics What to include and what to leave out so you don't turn off the reader Accomplishments Present yourself as a highly motivated achiever Now in its fifth edition The Resume Handbook features thirty seven of the best resumes ever written and provides no nonsense advice for making your resume stand out from the crowd



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