CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466-(843)-204-5643

Andrew Black of rmuil 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 proven skills to effectively fill the managerial role in your company.

PROFESSIONAL EXPERIENCE

SATTELITE 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

Boston, MA September 2009 – 2010

Customer Service Intern

 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

Jianjun Gao

Sample Customer Service Resume:

The Top Books of the Year Sample Customer Service Resume The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels captivating the hearts of readers worldwide. Lets delve into the realm of popular books, exploring the captivating narratives that have enthralled audiences this year. Sample Customer Service Resume: Colleen Hoovers "It Ends with Us" This poignant tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover skillfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Sample Customer Service Resume: Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This captivating historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids absorbing storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Sample Customer Service Resume: Delia Owens "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These top-selling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of captivating stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and suspenseful novel that will keep you wondering until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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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
 - $\circ\,$ 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
 - o 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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