

CUSTOMER SERVICE RESUME

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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

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

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Resume Samples In Customer Service:

Unveiling the Power of Verbal Art: An Emotional Sojourn through **Resume Samples In Customer Service**

In a world inundated with screens and the cacophony of quick conversation, the profound power and emotional resonance of verbal artistry frequently fade in to obscurity, eclipsed by the continuous barrage of sound and distractions. However, located within the lyrical pages of **Resume Samples In Customer Service**, a charming perform of fictional brilliance that pulses with organic emotions, lies an wonderful trip waiting to be embarked upon. Published with a virtuoso wordsmith, that interesting opus books visitors on a mental odyssey, delicately revealing the latent possible and profound impact embedded within the elaborate internet of language. Within the heart-wrenching expanse with this evocative analysis, we can embark upon an introspective exploration of the book is key subjects, dissect their interesting writing style, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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