

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466

(843)-204-5645

Andrew.Black@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.

Mt. Pleasant, SC

Customer Care Specialist

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

Customer Service Intern

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

Boston, MA

Marketing Candidate, June 2009

Description Of Customer Service Skills For Resume

Jay A. Block, Michael Betrus



Description Of Customer Service Skills For Resume:

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

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

Twenties Seek Purpose Lucas Morgan,AI,2025-02-27 Twenties Seek Purpose addresses the widespread career dissatisfaction and underemployment experienced by young adults today It highlights the pressures of the modern job market where globalization and technology have disrupted traditional career paths The book argues that a skills focused approach to career planning is insufficient advocating instead for integrating personal values and purpose into career decisions The book examines societal and economic forces such as social media and the gig economy that contribute to career related anxieties It emphasizes self discovery guiding readers to identify their strengths and passions Did you know that young adults often face pressure to achieve success based on external metrics rather than personal fulfillment Moreover many feel adrift due to a disconnect between education and available job opportunities Beginning with an overview of the employment landscape the book progresses to explore strategies for career exploration networking and skill development It culminates in cultivating resilience and finding purpose in work Through practical exercises and real world examples Twenties Seek Purpose empowers young adults to navigate the job market and find fulfilling career paths

The Business Communication Handbook Judith Dwyer,Nicole Hopwood,2019-07-18 The Business Communication Handbook 11e helps learners to develop competency in a broad range of communication skills essential in the 21st century workplace with a special focus on business communication Closely aligned with the competencies and content of BSB40215 Certificate IV in Business and BSB40515

Certificate IV in Business Administration the text is divided into five sections Communication foundations in the digital era Communication in the workplace Communication with customers Communication through documents Communication across the organisation Highlighting communication as a core employability skill the text offers a contextual learning experience by unpacking abstract communication principles into authentic examples and concrete applications and empowers students to apply communication skills in real workplace settings Written holistically to help learners develop authentic communication related competencies from the BSB Training Package the text engages students with its visually appealing layout and full colour design student friendly writing style and range of activities

The Career Coward's Guide to Resumes Katy Piotrowski,2008 This third book in the Career Coward s series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers though all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You ll learn how to determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

The Damn Good Resume Guide Yana Parker,1996 Guides the reader through the process of creating a successful resume

Occupational outlook handbook, 2010-11 (Paperback),1990

The Career Change Resume Kim Isaacs,Karen Hofferber,2003 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers

202 Great Resumes Jay A. Block,Michael Betrus,2004-04-21 A comprehensive collection of sample resumes for any job in any field 202 Great Resumes gives job hunters more of everything they need to get a great job These resumes cover more professions more resume styles and formats and more cutting edge job search strategies than ever before Fresh sample resumes for today s most sought after professions are included as well as special samples for recent grads and those who ve been out of work for extended periods Features include Resumes for every experience level from college grads to corporate executives Endorsed by the Professional Association of Resume Writers and Career Coaches Proven advice on cover letters networking negotiating and references More keywords that hiring managers look for in a resume

Expert Resumes for Career Changers Wendy S. Enelow,Louise Kursmark,2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes

designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples

Network World ,2003-10-27 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce Winning Resumes Matthew Greene,1994 You want the job but how do you get your resume to stand out from the hundreds of others employers usually get Writing the old type of basic resume just doesn't cut it anymore It's too vague too bland and too lackluster It won't sell you Written by a personal expert this remarkably effective guide shows you how to turn your resume into a mini sales presentation that grabs immediate attention because it offers your best selling points Whether you are a recent college grad or a midlife career changer you'll learn how to get a jump on other job applicants with this strategy packed book that is complete with sample resumes tips on format style and words phrases and sentences that sell There's so much you can copy or adapt Network World ,1997-04-28 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **The Complete Idiot's Guide to the Perfect Resume** Susan Ireland,2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be **Computerworld** ,1996-12-02 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network **Official Gazette of the United States Patent and Trademark Office** ,2006 *Gallery of Best Resumes for Two-year Degree Graduates* David

Franklin Noble,1996 An outstanding guide for two year degree graduates this book contains more than 200 sample resumes written by professional resume writers which show readers how to present their special training in an effective and professional manner **BIG BOOK OF JOBS, 2009-2010** McGraw-Hill Editors,2008-09-23 Comprehensive up to the minute information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms you with the tools to effectively pound the pavement

THE BIG BOOK OF JOBS 2012-2013 McGraw Hill,2011-08-12 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you ve recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges *Occupational Outlook Handbook* ,2008-02 The Occupational Outlook Handbook is a nationally recognized source of career information designed to provide valuable assistance to individuals making decisions about their future work lives Revised every two years the Handbook describes what workers do on the job training and education requirements earnings and job prospects in hundreds of occupations

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