

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

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

Kinn's The Administrative Medical Assistant

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Kinn's The Medical Assistant - E-Book Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2019-09-24

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edition includes expanded content on medical office accounts collections banking and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read format and a full continuum of separately sold adaptive learning solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative and clinical procedures prepares you for a wide array of Medical Assisting jobs Nearly 185 step by step illustrated procedures with rationales break down how to perform critical skills for practice Applied approach to learning helps you use what you ve learned in a real world setting including case scenarios and critical thinking exercises Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software designed to ensure that you are practice ready sold separately Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Patient education and legal and ethical features help relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content on medical office accounts includes collections banking and practice management NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook

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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 *Computerworld* ,1995-11-13 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 **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 **Computerworld** ,1993-07-19 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 Résumé Magic Susan Britton Whitcomb,2007 Explains simple techniques that will make your resume stand out from the competition Includes hundreds of resume examples

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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. **101 Best Resumes to Sell Yourself** Jay A. Block, 2002-04-30 Explains how to organize information on employment history, education, and skills into a resume that effectively markets a person's abilities and includes sample resumes for jobseekers in a variety of fields. **InfoWorld**, 2004-04-12 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects. **Proceedings** National Electric Light Association, 1924 **Computerworld**, 1985-11-18 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. *Publications of the National Electric Light Association.*, 1924 **Illinois Municipal Review**, 2000

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