

# CUSTOMER SERVICE RESUME

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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

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### 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

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### BOSTON UNIVERSITY

Boston, MA

Marketing Candidate, June 2009

# Customer Service Job Description For Resume Objective

**Karen Hofferber, Kim Isaacs**



## **Customer Service Job Description For Resume Objective:**

**Real-Resumes for Customer Service Jobs** Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers [The Career Change Resume](#) Karen Hofferber, Kim Isaacs, 2003-03-22 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 **Vault Guide to Resumes, Cover Letters & Interviews** Howard Leifman, Marcy Lerner, Vault (Firm), 2003 From writing top notch resumes and sending tailored cover letters to going on winning interviews this best selling Vault guide is a comprehensive one volume job search source *Empower Your Job Search with AI Chatbots* Mindscape Artwork Publishing, Mauricio Vasquez, 2024-02-14 Struggling to navigate the job market Unlock the power of artificial intelligence AI to fast track your career search and land your dream job Seeking the ultimate job hunting gifts or job search motivation Picture a 24 7 personal career coach to guide your job search journey What if your coach could craft standout resumes optimize your LinkedIn prep you for interviews and much more This book is your AI powered personal job search coach to transform your job hunt It includes prompts for budgeting health dimension change management self discovery elevator speech LinkedIn networking cover letters resumes interviews communication skills job offer negotiation career management and more Inside You Will Find 1 136 POWERFUL PROMPTS it s an innovative tool crafted to transform your job search Merge AI power with practical strategies to save time and boost your odds of securing your dream job

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*The Smart Woman's Guide to Resumes and Job Hunting* Julie Adair King, Betsy Sheldon, 1997 Master the job search game whether you re climbing the corporate ladder switching careers or re entering the workforce after years at home This latest edition gathers the most up to date information tips secrets and advice on resume writing job seeking interviewing and salary negotiations and features updated sample resumes

**BUSINESS COMMUNICATION** Dr. Seema Zagade, Dr. Gauri Dhingra, R. Gomathy, Dr. S. Saravanan, Dr. M. Abirami, *Your First Resume* Ronald W. Fry, 1996 The essential comprehensive guide for anyone entering or reentering the job market

**#ENTRYLEVELBOSS** Alexa Shoen, 2020-05-12 An easy to follow nine step process for how to land your dream job and cut through the noise of job searching in the 21st century Banging your head against the wall about the job search Wondering why nobody s even bothering to send you a rejection letter much less an interview request You are not alone This process is a beast but there s good news EntryLevelBoss is the book for you This is an easy to follow roadmap for transforming yourself from frustrated job seeker into hired happy productive human One part behind the scenes memoir one part playbook EntryLevelBoss lays out career coach Alexa Shoen s proven 9 step methodology for approaching the job search during these crazy times we re living through Think of it like a fitness plan except instead of killer abs you wind up with multiple interviews for a bunch of jobs you actually want Cool right This is not another manifesto about finding your passion I mean yes let s find your passion sure but the rent is also due and I would assume you re interested in getting paid This is a real plan that s based on the real rules of the game You ll learn how to effectively identify your future hiring manager for example and slide into their DMs in the least creepy way possible Alexa Shoen is the internet s leading confidant for panicking job seekers She has guided thousands of people into full time employment using these exact steps Even if you re convinced you re the least hireable person on the planet Alexa s got you covered

**Resume, Application and Letter Tips for People with Hot and Not-So-Hot Backgrounds** Ron Krannich, Caryl Krannich, 2006-05-23 Provides 185 tips for writing resumes and cover letters and filling out applications discussing the job search process presenting work history transforming negatives to positives objectives dealing with potential red flags follow up methods and much more

*Haldane's Best Resumes for Professionals*, 2000 Outlines the principles of writing an effective resume that will attract the

attention of potential employers      **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      Career Decisions Albert Richard,Gary Searle,1994      *Take Hold of Your Future* JoAnn Harris-Bowlsbey,2005

**Kick Off Your Career** Kate Wendleton,2002 Millions of people across the country will enter the job market this year What will set you apart from your competition Searching the want ads and sending out cookie cutter resumes will get you nowhere Kick off Your Career is full of exercises and assessment techniques to help you figure out which career is best for you It s the same approach The Five O Clock Club America s Premier Career Coaching and Outplacement Network has used for decades with professionals managers and executives Kick off Your Career is for every college student recent grad and new professional concerned about the future and aware of the tight job market they are entering Book jacket      **Proven Resumes and Confidence Builders** Regina Pontow,1996      *Writing for Results* Pat Brett,1989-11      **Your Career** Julie Griffin Levitt,2004 Build bridges from classroom to career Practical assignments throughout connect students directly with the business community employers and the Internet This best selling book provides everything students need to gain competitive advantage in the workplace It is ideal for a course on Professional Career Development Job Search Resume Writing and Interviewing Your Career How to Make it Happen provides thorough coverage of career self assessment employer research job search interviewing and career building strategies The text also contains extensive instructions and examples of market driven electronic traditiona and web resumes as well as cover letters      **Start and Run a Profitable Office Service Business from Your Home** Louise Hagan,1995 Explains how to use your experience and training in office services to become self employed from your home      **Why and how to Prepare an Effective Job Resume** Juvenal Londoño Angel,1956

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