

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466
(843)-204-5645

Andrew.Blackiv@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. *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 Template Best Customer Service

S Marginson



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STEP-BY-STEP RESUMES For All Human Resources Entry-Level to Executive Positions Evelyn U Salvador, NCRW, JCTC, 2020-05-15 Book Delisted **Customer Service Best Practices** Ron Zemke, 1998 **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

Google Resume: An Easy Guide to the Best Features Bill Stonehem, 2016-08-10 Since its inception the name Google has become synonymous with information and know how Users are able to tap into the mega search engine to ascertain details from the most minute to the most complex and be afforded a wealth of information In continuing the trend of meeting consumer needs the owners of Google have introduced Google Resume Google Resume is a professional resume building assistant that can be accessed and utilized for that all important resume creation The process is seamless and timely and the end result professional and trendy The new feature offers users a plethora of resume templates from which to choose This provides options that enable users to personalize the resume process selecting templates to complement the position being applied for as well as to suit their individual personality [Top Secret Resumes and Cover Letters: The Complete Career Guide for All Job Seekers, Updated Fourth Edition](#) Steven Provenzano, 2021-03-25 Newly revised and updated this is the industry standard for executives and professionals in all major industries and includes a free resume review by the author Steven Provenzano is President of ECS Executive Career Services and DTP Inc ECS is a team of certified experts specializing in career marketing at all income levels Mr Provenzano is the author of ten highly successful career books including Top Secret Resumes Cover Letters 4th Ed the Complete Career Marketing guide for all job seekers He is a CPRW Certified Professional Resume Writer a CEIP Certified Employment Interview Professional and has written or edited more than 5000 resumes for staff managers and executives at all income levels during his 20 years in career marketing and corporate recruiting His team is so highly regarded they were selected to write more than 1500 resumes for all of SAP America s domestic consultants Steven has appeared numerous times on CNBC CNN WGN NBC ABC in Chicago in the Wall Street Journal Chicago Tribune Crain s the Daily Herald and on numerous radio programs His work is endorsed by Chicago Tribune career columnist Lindsey Novak as well as top executives from the Fortune 500 including Motorola Coca Cola and other firms You may email your resume direct to the author for a free review to the email provided on the back cover *Resumes For Dummies* Laura DeCarlo, 2019-02-22 Polish up that old resume and land your dream job We ve all been there it s time to

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Internet and Information Technology IT has led to a complete transformation in the way businesses or organizations function today This has not only affected the management culture but has also led to an increase in competition in terms of markets and resources Businesses have become more customer driven and e business is gaining popularity Traditional means of communication correspondence have given way to online dealings e mails and chats With such a radical shift in the approach to doing business came the need for specialized systems to handle the various departments and functions in an organization Management Information System or MIS is an organized and well structured system used by organizations for

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Progressive Computational Intelligence, Information Technology and Networking Poonam Nandal, Mamta Dahiya, Meeta Singh, Arvind Dagur, Brijesh Kumar, 2025-07-22 Progressive Computational Intelligence Information Technology and Networking presents a rich and diverse collection of cutting edge research real world applications and innovative methodologies spanning across multiple domains of computer science artificial intelligence and emerging technologies This comprehensive volume brings together different scholarly chapters contributed by researchers practitioners and thought leaders from around the globe The book explores a wide array of topics including but not limited to machine learning deep learning cloud computing cybersecurity Internet of Things IoT blockchain natural language processing image processing and data analytics It addresses the practical implementation of technologies in sectors such as healthcare agriculture education smart cities environmental monitoring finance and more Each chapter delves into specific challenges frameworks and experimental outcomes making this book an essential reference for academicians researchers industry professionals and students who aim to stay ahead in the rapidly evolving digital world

InfoWorld ,1997-08-18 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Guerrilla Marketing Goes Green Jay Conrad Levinson, Shel Horowitz, 2010-01-08 These Two Masters of Marketing Want to Pass Their Most Powerful Success Strategies

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