

Title

Full Name

[Street, City, State, Zip] | [Phone] [Email Address]

CUSTOMER SERVICE

■ **Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company's brand name.

1 Key Skills and Qualifications

Problem Analysis | Problem Solving | Organizational Skills
Customer Service Orientation | Adaptability | Initiative
Strong Interpersonal-Communication skills

- Knowledge about customer service applications and administrative procedures.
- Languages – Fluent in English, Spanish and Portuguese
- Relevant customer service courses
- High school diploma

2 Work Experience/Background

Customer Service Representative [Company] Miami, FL 2009 – Present

- Responded promptly and answered/resolved customer inquiries and complaints.
- Investigated and resolved service issues and/or product problems.
- Managed customers' database accounts, performed customer verification and processed applications, orders and requests.
- Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
- Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
- Supplied customers with written responses and information and followed up on customer communications.

Customer Service Representative [Company] Miami, FL 2005 – 2009

- Communicated directly with customers by phone, electronically or face to face.

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BM King



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Summary of Legislative and Oversight Activities United States. Congress. House. Committee on Transportation and Infrastructure,2005 **Summary of Pricing For Profit - [Keypoints and Takeaways]** PenZen Summaries,2022-10-05
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The Management of Event Operations project management planning and customer satisfaction provides an introduction to the management of operations for the event planner and venue provider Taking an holistic view of an event enterprise it links the traditional topics within operations management to present a coherent and hands on approach specifically for the events manager The approach is pragmatic and is dictated by practical consequences and considerations which are so important to an event manager who balances many views and needs from diverse stakeholders **Make Simple Offers Feel Premium: Pricing Psychology That Elevates Value** Onyeka Godfrey,2025-08-04 People don t pay more because you do more They pay more because it feels worth more This book unpacks the subtle art of pricing psychology and premium perception You ll discover how to position even the simplest offer as high value through clarity packaging presentation and trust It s not about adding bells and whistles It s about understanding what makes an offer feel exclusive elegant and powerful in the eyes of your customer Learn how to signal quality frame transformation and attract clients who value results over volume This is

how simple starts to look and sell like luxury **Telecommunications Cost Management** S. C. Strother, 2002 Here s a practical cost management guide to the complex world of voice data and wireless telecommunications for the non technical business professional Examining the complex highly technical telecommunications industry from an insider s point of view it sifts through all the technical jargon offers a comprehensive education on the applications services and procurement of telecom products and provides a strategy to effectively manage the costs of those products and services The book enables you to understand telecom services audit phone bills reduce the cost of existing services and eliminate unnecessary ones and efficiently negotiate new contracts and services This informative resource explains how providers of telecommunications services interwork and compete focusing on pricing structures and options Each section of this volume contains cost management advice explains the technologies and service offerings of carriers and illustrates complex concepts with case studies of companies in today s marketplace Filled with cost management charts and graphics problems to solve and featuring an extensive reference section with terms and PIC codes the book gives you the necessary tools to understand and reduce telecommunication costs **Service Business Development** Thomas Fischer, Heiko Gebauer, Elgar Fleisch, 2012-05-24 Over the last decade capital goods manufacturers have added services to products as a way of responding to eroding margins and the loss of strategic differentiation Based on over twelve years of research this book provides a thorough overview of the strategies available for value creation through service business development **Marketing Management** Kenneth E. Clow, 2017-01-25 Ken Clow developed 2e because he felt that currently available texts do not meet the needs of the majority of students enrolled in the Marketing Management capstone course required for marketing majors Clow s text differentiates itself in a number of ways Clow provides an emphasis on the tasks and challenges associated with entry level and first line marketing positions Entry level marketing employees often find that they will be expected to assess marketing programs both before they are launched and again after they have been launched Consequently the text provides financial analyses of marketing programs and decisions discussed in each of the chapters Current texts place too much emphasis on branding and not enough on customer service and customer loyalty The second edition offers a powerful integration of the fields of marketing and management The primary emphasis is pointing out managerial applications of marketing tactics and practices throughout the entire book **Driving Growth and Shareholder Value** E. Neil Gholson, Mark T. Schloegel, 2006 *A Profitable Cost Culture* Ganesh Shermon, 2018-08-05 Profitability is not a stand alone aspect of a business organization It is inextricably linked with Costs But Profits and costs requires a facilitating culture A company s culture can have a significant impact on financial performance Companies with adaptive cultures emphasized by key managerial constituencies customers stockholders and employees realized revenue stock price net income increases Such cultural experiences are best applied when organizations seek to push employee contribution ahead of other factors that influences business performance Maintain a transparent strategic focus and alignment so that employees know how they

are contributing to the results where employees come on par with customers when fulfillment of need is concerned

Practical Lean Accounting Brian H. Maskell, 2017-07-27 The methods and concepts presented in the bestselling first edition revolutionized the approach to the management and control of Lean companies Enhanced with extensive end of chapter exercises and downloadable resources with Lean accounting tools the second edition of this preeminent practitioner's guide is now suitable for classroom use Practical Lean Accounting A Proven System for Measuring and Managing the Lean Enterprise Second Edition explains exactly what it takes to transform a traditional accounting system to one that supports and enhances a company's Lean efforts Defining the fundamental principles of Lean accounting it demonstrates how to use them to identify and eliminate wasteful transactions The book includes coverage of cell performance measurement use of the box score operational and financial planning cost targeting Lean accounting diagnostics and value stream mapping Retaining the easy to use format that made the first edition a bestseller this updated edition includes A new section on the use of value stream performance measurements in continuous improvement A re written Target Costing chapter that emphasizes a value based approach to the management of the Lean value system A Lean Accounting Diagnostic tool to help you assess progress and develop a plan for implementing changes Cutting edge examples that illustrate implementation in accounting departments Downloadable resources with data from the ECI Value Stream Cost Analysis case study included in the text Excel templates and end of chapter questions with solutions The book contains a wealth of tools that makes it ideal for company training sessions and advanced undergraduate and graduate level courses For each major example provided two similar problems are included one for instructors to guide students through and a second for students to work through on their own An additional set of problems and questions for testing purposes are also available to instructors on the authors website Unfortunately during the publishing process mistakes can be made that are not caught before the book is printed Productivity Press takes great care to catch any errors prior to the printing stage *Bureau of the Census Catalog*, 1982

Superior Customer Value in the New Economy Simon Ang, Alejandro Oliva, 2004-05-27 Great companies consistently meet and exceed customer desires Superior Customer Value in the New Economy Concepts and Cases Second Edition offers a blueprint for responding effectively to customer demands and for creating the benchmarks common to world class service companies The Second Edition elaborates on the latest perspectives of the business **Census Catalog and Guide** United States. Bureau of the Census, 1989 Includes subject area sections that describe all pertinent census data products available in the Business trade and services Geography Transportation etc **Superior Customer Value** Art Weinstein, D. Hank Ellison, 2012-02-24 A customer centric culture provides focus and direction for the organization ensuring that exceptional value will be offered to customers this in turn results in enhanced market performance Unfortunately caught up in the daily economic and competitive pressures of running complex and fast changing businesses managers may lose sight of custo

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