

# 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

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### **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

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### **BOSTON UNIVERSITY**

*Marketing Candidate, June 2009*

**Boston, MA**

- GPA 3.6/4.0
- Dean's Scholarship Recipient

## ADDITIONAL SKILLS

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- 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 Latest Customer Service

**John Walter Jones, Brian D.  
Steffy, Douglas Weston Bray**



## **Resume Template Latest Customer Service:**

**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

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*Nursing Resume Templates and Job Guide by Nurse Sarah* Nurse Sarah, 2023-11-05 Nursing Resume Templates and Job Guide by Nurse Sarah This updated eBook guide template bundle will walk you step by step through the entire nursing job process You'll learn how to do the following Create a stunning resume and matching cover letter 16 professionally designed templates included with eBook that you will download the instructions on how to download are found in the last chapter Ace

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**Occupational Outlook Handbook**, 2008 **Occupational Outlook Handbook** United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover Small Business Vishal K. Gupta, 2021-07-14 Small Business Creating Value Through Entrepreneurship offers a balanced approach to the core concepts of starting managing and working in a small business An ideal textbook for undergraduate courses in small business management and entrepreneurship the book offers a student friendly pedagogical framework that blends foundational research on small business with the real world practice of business ownership Relevant examples are provided throughout the text bringing key concepts to life while providing a realistic view of what it takes to create a successful and sustainable small business Organized into five streamlined sections a small business overview paths to small business ownership financial and legal issues ways to grow a small business and discussion of the Entrepreneur s Dilemma the text offers a diverse range of relatable examples drawn from both actual businesses and from depictions of entrepreneurship in popular media Each clear and accessible chapter features discussion questions mini case studies further reading lists and color visual displays designed to enhance the learning experience and strengthen student engagement and comprehension Your AI Career Coach Callisto Momesso, 2025-05-28 Stop Wishing Start Achieving Your AI Powered Path to Career Success is Here Are you tired of the endless job search grind Frustrated by generic advice that doesn t deliver Ready to gain an unprecedented advantage in today s competitive market Then it s time to enlist the most powerful personalized career co-pilot you ve ever imagined Artificial Intelligence In Your AI Career Coach acclaimed AI writer and enthusiast Callisto Momesso demystifies the world of AI job search tools and hands you the keys to strategically engineer your path to your dream job This isn t just another career guide it s your interactive playbook for leveraging cutting edge technology to transform every stage of your job hunt Forget overwhelming uncertainty and say hello to data driven clarity Inside you ll discover how to Define Your True North Move beyond vague aspirations Use AI driven journaling and reflection prompts with tools like ChatGPT and Notion AI to pinpoint your passions strengths and core values crafting a personal mission statement that truly resonates and guides your search Uncover Hidden Opportunities Let AI be your research assistant Explore industries identify future proof roles and discover career paths perfectly aligned with your unique profile using platforms like Perplexity AI and FutureFit AI to analyze market demand and your transferable skills Command Your Job Search Say

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**Applying Psychology in Business** John Walter Jones, Brian D. Steffy, Douglas Weston Bray, 1991-01-01 Written to provide managers consultants and students of management with a comprehensive overview of psychological principles in a managerial setting this text provides practical solutions and techniques useful in both for profit and not for profit settings

*Computerworld*, 1994-01-10 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

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## Decoding **Resume Template Latest Customer Service**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its ability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Resume Template Latest Customer Service**," a mesmerizing literary creation penned by a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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