# CUSTOMER SERVICE (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

#### PROFESSIONAL PROFILE

- Quality Control: Developed and implemented a new Quality Control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8% and improving customer satisfaction rating by 15%
- Management: Updated training documents and implemented a new training strategy, cutting training expenses by 30% per recruit
- Attention to Detail: Maintained an 'A' rating with the BBB and a 4 star rating on Yelp by creating an online search-and-response process to handle customer complaints
- Project Execution: Led effort to outsource simpler customer service duties to workers in the Philippines and Colombia via Freelancer, cutting labor expenses by 23%
- Creativity: Designed and conducted client surveys in order to obtain information about potential
  customers and to quantify reasons for service cancellations

#### SKILLS

- · Customer Service Software Complete familiarity with Zendesk, Freshdesk, and Kavako
- Bilingual Native English speaker and conversational in Spanish
- Conflict Resolution Trained in Conflict Resolution at Notre Dame

#### RELEVANT WORK EXPERIENCE

#### EDMARK SOFTWARE COMPANY

CUSTOMER CARE MANAGER | TOPEKA, KS | 2012 - PRESENT

- Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they
  delivered high quality customer care on a daily basis
- · Maintained and organized databases of customer information to ensure personalized service
- Used Zendesk to track and review employee interactions with customers
- Trained 5 new employees in using customer service software, data entry, data retrieval, persuasion, and conflict resolution
- Received "Manager of the Year" award in 2014 for attaining record achievements across all areas of customer service

#### VERIZON WIRELESS

CUSTOMER SERVICE | SAN ANTONIO, TX | 2009 - 2012

- Achieved an average of 95% + customer satisfaction rating over the course of three years
- Resolved 93% of incoming customer requests and problems, referring only the most complex to the office manager
- Persuaded 80% of cancelling customers to continue using phone and Internet services, higher than company average
- Awarded "Employee of the Month" three months during my tenure

## EDUCATION

FLORIDA STATE UNIVERSITY, ORLANDO, FL BACHELOR OF SCIENCE IN MARKETING, MAY 2009

# **Resume Template Tips Customer Service**

**Chao Zhang** 

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