

CUSTOMER SERVICE REPRESENTATIVE

by Resume Genius

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📍 1938 W Augusta Blvd, Chicago, IL 60622

professional profile

Customer Service Representative with over 4 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software and conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

education

May 2019
BACHELOR OF ARTS IN MARKETING
Boston University
Boston, MA
GPA: 3.93

professional experience

Aug 2021 – Present

CUSTOMER CARE SPECIALIST | Satellite TV Co., Chicago, IL

- 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 the company average
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

Jun 2019 – Jul 2021

CUSTOMER SERVICE INTERN | Scottrade, Boston, MA

- Memorized entire line of company products and 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, even during moments of customer dissatisfaction

Jan 2019 – May 2019

MARKETING THESIS | Boston University, Boston, MA

- Ideated and wrote 117-page thesis titled "Customer Support Preferences for Different Age Demographics: Why Phone Calls Aren't Going Anywhere"
- Surveyed 10,000+ Americans with Google Surveys & Amazon Mechanical Turk

additional skills

- Zendesk / Kayako / Parcel Audit
- Microsoft Office 365 & Google Workspace
- Bilingual (native-level English & Spanish)
- 105 WPM typist

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Data User News, 1982 *Data User News* United States. Bureau of the Census, 1982 Changemaking Richard Bevan, 2013-02 Changemaking takes a fresh look at managing change Focusing on tactics rather than strategy the book is for those who carry out the practical day to day work of supporting and sustaining change It focuses on the details and provides the needed toolkit materials that readers can refer to draw on and adapt These include checklists templates questionnaires tactics FAQs talking points e mails and other resources Short case histories illustrate what can go wrong and how it can be made to go right The book provides a framework of seven factors that summarize the conditions resources and processes that support successful change It also offers specific guidance on processes that are often employed to move a change initiative forward including making the case for change managing employee focus groups and developing FAQ Frequently Asked Question guides The 50 resources are designed to provide a starting point for readers to adapt and use in their own organizations Develop the materials to reflect your own goals and needs and deploy them as you support your own change initiative iPads® in the Library Joel A. Nichols, 2013-06-13 Looking for a programming guide for computer tablet use in the library setting This book provides detailed plans and instructions with specific literacy goals for child teen and adult audiences exactly what librarians seeking to integrate iPad and other tablet use into their programs need Tablet computers are fast becoming a ubiquitous technology These devices also represent a unique opportunity for librarians and teachers because they are relatively affordable easy to configure and maintain and highly adaptable Written by a practicing digital literacy instruction librarian who is also a trained children s librarian this book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs Australian Resumes For Dummies Amanda McCarthy, 2012-03-08 Created especially for the Australian customer Packed with tips on creating and distributing your resume in today s new job search environment Whether you re entering the job market for the first time changing jobs or changing careers Australian Resumes For Dummies shows you all the tricks in getting your resume noticed in a new era in recruiting and job finding With a wealth of sample resumes help with selection criteria and job search tips this resource will help you stand out from the crowd Discover how to Master the basics Format your resume for cyberspace Create a killer cover letter Tailor your resume to companies and jobs Secure employment overseas Decipher and address government selection criteria **Bureau of the Census Catalog**, 1982 PL-600 Practice Questions for Microsoft Power Platform

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