

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 Kayako
- **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

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G Orfield



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Table of Contents Resume Template Tips Customer Service

1. Understanding the eBook Resume Template Tips Customer Service
 - The Rise of Digital Reading Resume Template Tips Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Tips Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Template Tips Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Tips Customer Service
 - Personalized Recommendations
 - Resume Template Tips Customer Service User Reviews and Ratings
 - Resume Template Tips Customer Service and Bestseller Lists
5. Accessing Resume Template Tips Customer Service Free and Paid eBooks
 - Resume Template Tips Customer Service Public Domain eBooks
 - Resume Template Tips Customer Service eBook Subscription Services
 - Resume Template Tips Customer Service Budget-Friendly Options
6. Navigating Resume Template Tips Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Tips Customer Service Compatibility with Devices
 - Resume Template Tips Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Tips Customer Service
 - Highlighting and Note-Taking Resume Template Tips Customer Service
 - Interactive Elements Resume Template Tips Customer Service
8. Staying Engaged with Resume Template Tips Customer Service

- Joining Online Reading Communities
- Participating in Virtual Book Clubs
- Following Authors and Publishers Resume Template Tips Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Tips Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Tips Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Tips Customer Service
 - Setting Reading Goals Resume Template Tips Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Tips Customer Service
 - Fact-Checking eBook Content of Resume Template Tips Customer Service
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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