

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

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

BOSTON UNIVERSITY *Marketing Candidate, June 2009*

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

- 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 Best Customer Service

J Spring



Resume Template Best Customer Service:

STEP-BY-STEP RESUMES For All Human Resources Entry-Level to Executive Positions Evelyn U Salvador, NCRW, JCTC, 2020-05-15 Book Delisted **Customer Service Best Practices** Ron Zemke, 1998 **Real-Resumes for Customer Service Jobs** Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers

Google Resume: An Easy Guide to the Best Features Bill Stonehem, 2016-08-10 Since its inception the name Google has become synonymous with information and know how Users are able to tap into the mega search engine to ascertain details from the most minute to the most complex and be afforded a wealth of information In continuing the trend of meeting consumer needs the owners of Google have introduced Google Resume Google Resume is a professional resume building assistant that can be accessed and utilized for that all important resume creation The process is seamless and timely and the end result professional and trendy The new feature offers users a plethora of resume templates from which to choose This provides options that enable users to personalize the resume process selecting templates to complement the position being applied for as well as to suit their individual personality [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 *Resumes For Dummies* Laura DeCarlo, 2019-02-22 Polish up that old resume and land your dream job We ve all been there it s time to

apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of Resumes For Dummies answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can

SALES RETAIL AND CUSTOMER SERVICE SKILLS Prabhu TL, 2020-12-22 Immerse yourself in the dynamic world of sales retail and customer service a captivating domain where the art of building relationships and exceeding customer expectations drives business success Sales Retail and Customer Service Skills is a comprehensive guide that unveils the essential techniques and strategies that empower professionals to thrive in customer-facing roles Mastering Customer Centric Excellence Step into the heart of customer-centric excellence as this book explores the core principles and practices that define exceptional sales retail and customer service professionals From persuasive selling to creating memorable shopping experiences this guide equips you with the tools to build lasting relationships with customers Key Themes Explored Sales Techniques Discover effective selling approaches that convert prospects into loyal customers Retail Merchandising Embrace the art of visual merchandising and creating inviting store environments Customer Experience Learn strategies to elevate the customer journey and exceed expectations Effective Communication Harness the power of effective communication in resolving customer inquiries and complaints Customer Relationship Management Embrace the significance of building and maintaining strong customer relationships Target Audience Sales Retail and Customer Service Skills caters to sales professionals retail associates customer service representatives entrepreneurs and anyone seeking to excel in customer-facing roles Whether you work in a retail store call center or e-commerce platform this book empowers you to deliver exceptional customer experiences Unique Selling Points Real Life Customer Success Stories Engage with inspiring case studies of customer-centric triumphs Retail Sales Analytics Emphasize the role of data-driven insights in optimizing retail sales performance Emotional Intelligence Learn how emotional intelligence enhances customer interactions and satisfaction Customer Loyalty Explore techniques for building customer loyalty and fostering repeat business Unlock the Path to Customer Satisfaction Sales Retail and Customer Service Skills transcends ordinary sales and customer service literature it's a transformative guide that empowers you to create meaningful connections with customers Whether you seek to increase sales improve customer satisfaction or enhance the overall retail experience this book is your roadmap to success

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The 7 Second CV James Reed, 2019-01-03 Write a killer CV and land your dream job It takes an employer just seven seconds to save or reject a job applicant's CV In this book James Reed chairman of REED Britain's largest recruitment company offers invaluable and specific advice on what employers want to see in the CVs they receive and how you can stand out from the crowd Unlike other career development books the honest advice presented here has been compiled from one to one interviews surveys and countrywide workshops across REED's network of recruitment consultants This book is an accessible and enjoyable read intensely practical and packed with pull out quotes layout examples and tips Find out what future employers are looking for and take the first step to start loving Mondays again **Top Notch Executive Resumes** Katharine Hansen, 2025-09-12 Branded resumes that illuminate the candidate's unique value proposition and ROI are a must in today's quest for the executive suite Top Notch Executive Resumes not only explains how to integrate branding into career marketing communication but also how to craft resumes that address your fit with the organization's mission and meet an employer's specific business needs Hansen instructs high level professionals in framing past accomplishments so that the employer can visualize the executive's strategic vision and industry insights as well as what he or she can contribute Highlights of the book include A huge collection of resume samples in cutting edge formats organized by profession for easy navigability Examples of a wide variety of complementary documents including leadership profiles and executive bios that top level professionals need to round out their executive portfolios Special additional features including the preferences and peeves of hiring decision makers guidelines for working with recruiters frequently asked questions and case studies detailing complete job search marketing campaigns Let Top Notch Executive Resumes get you into that corner office TOP SECRET Resumes & Cover Letters, the Third Edition Ebook Steven Provenzano CPRW/CEIP, 2012 As seen on in CNBC CNN WGN The Wall Street Journal and endorsed by The Chicago Tribune the new edition of Top Secret Resumes is now the complete career marketing tool for all job seekers This is the only book of its kind that includes a free consultation by the author Includes more than 100 high impact Resumes and Cover Letters for virtually all professions 250 8 5 x 11 pages total Bonus includes tips on effective LinkedIn Profiles Networking Career Marketing Interviewing and Online Resources Covers Executive Positions Technical Non Technical Management Engineering IT Software Hardware design Sales and Marketing Teachers Nurses HR Public Relations and more many with documented results Steven Provenzano's books have sold more than 100 000 copies and remain essential guides for serious job seekers He has written more than 5000 resumes for clients worldwide for over 20 years and the full cost of this book is reimbursed with any resume writing service by the author at <https://Execareers.com> Customer Service Allan Woods, Lesley Hebron, Sally Bradley, 2001 This text takes candidates through the NVQ award unit by unit offering plenty of questions and exercises to reinforce knowledge and understanding Scenario based activities allow candidates to analyze and discuss

customer service situations and practise their skills

Google Resume 2017: An Easy Guide to the Best Features Gack

Davidson, The name Google has long been associated with technology and a platform that you can trust for anything It has a wealth of information and users can get up to the minute information to them with a simple search The developers of Google have extended the platform and have now created a platform called Google Resume Essentially it is a platform that is used to produce a professional resume by helping the user to do this It is effortless and helps the user to produce a resume in a short amount of time There are many resume templates that are professional and trendy from which the user can choose It is quite easy to choose and modify any one of the templates so it can match your individual taste This book will seek to introduce the reader to this platform and let them become knowledgeable of what can be done when using this service *Success from the Start* Debra Koerner,2013-03-22

Rely on *Success from the Start* for the inspiration and practical business guidance you need to enjoy a long and rewarding career in massage therapy Business naivet is one of the primary reasons massage therapists leave the profession The author has written this text to provide you with the business skills you need to envision and then launch a successful career Set yourself on your path to success right from the start *Computerworld* ,2004-11-22

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 *Life after Graduation* Jean

Leconte II,Dalvin Josias Sejour,2023-10-31 In a world where change is the only constant the pathway to success is paved with adaptability resilience and an understanding of one s true self From navigating the complexities of the tech industry to mastering the art of personal branding the authors Jean Dalvin dive deep into the nuances of modern success Drawing on experiences from esteemed roles at Amazon Adobe Microsoft and more as well as internships at powerhouses like Facebook Snapchat and Goldman Sachs they decode the strategies that make or break careers But this isn t just a guide about climbing corporate ladders It s a holistic roadmap for anyone looking to chart a course in today s unpredictable landscape blending professional advice with personal anecdotes cautionary tales and invaluable life lessons Are you ready to redefine your trajectory harness your potential and embark on a journey of transformation *Management Information Systems : Made Easy* Dr. Padmakar Shahare I Dr Ajay Pethe I Dr. Mukul Burghate, Rapid globalization coupled with the growth of the

Internet and Information Technology IT has led to a complete transformation in the way businesses or organizations function today This has not only affected the management culture but has also led to an increase in competition in terms of markets and resources Businesses have become more customer driven and e business is gaining popularity Traditional means of communication correspondence have given way to online dealings e mails and chats With such a radical shift in the approach to doing business came the need for specialized systems to handle the various departments and functions in an organization Management Information System or MIS is an organized and well structured system used by organizations for

the collection storage processing and dissemination of data in the form of information that facilitate the smooth functioning of the organization Management information systems involve three primary resources people technology and information or decision making It is in this context a textbook on introduction to the subject of MIS is presented to the students of Management program The book contains the syllabus from basics of the subjects going into the intricacies of the subjects All the concepts have been explained with relevant examples and diagrams to make it interesting for the readers An attempt is made here by the experts to assist the students by way of providing case based study material as per the curriculum with non commercial considerations However it is implicit that these are exam oriented Study Material and students are advised to attend regular class room classes in the Institute and utilize reference books available in the library for In depth knowledge We owe to many websites and their free contents we would like to specially acknowledge contents of website [www wikipedia com](http://www.wikipedia.com) and various authors whose writings formed the basis for this book We acknowledge our thanks to them At the end we would like to say that there is always a room for improvement in whatever we do We would appreciate any suggestions regarding this study material from the readers so that the contents can be made more interesting and meaningful Readers can email their queries and doubts to our authors [onsjp10ng gmail com](mailto:onsjp10ng@gmail.com) We shall be glad to help you immediately Authors Dr Padmakar Shahare I Dr Ajay Pethe I Dr Mukul Burghate

Computerworld ,1988-07-25 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld is an 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

Progressive Computational Intelligence, Information Technology and Networking Poonam Nandal, Mamta Dahiya, Meeta Singh, Arvind Dagur, Brijesh Kumar, 2025-07-22 Progressive Computational Intelligence Information Technology and Networking presents a rich and diverse collection of cutting edge research real world applications and innovative methodologies spanning across multiple domains of computer science artificial intelligence and emerging technologies This comprehensive volume brings together different scholarly chapters contributed by researchers practitioners and thought leaders from around the globe The book explores a wide array of topics including but not limited to machine learning deep learning cloud computing cybersecurity Internet of Things IoT blockchain natural language processing image processing and data analytics It addresses the practical implementation of technologies in sectors such as healthcare agriculture education smart cities environmental monitoring finance and more Each chapter delves into specific challenges frameworks and experimental outcomes making this book an essential reference for academicians researchers industry professionals and students who aim to stay ahead in the rapidly evolving digital world

InfoWorld ,1997-08-18 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects Guerrilla Marketing Goes Green Jay Conrad Levinson, Shel Horowitz, 2010-01-08 These Two Masters of Marketing Want to Pass Their Most Powerful Success Strategies

on to You Learn to Slash marketing costs and boost profits by making your business as green and ethical as possible Easily turn your customers suppliers and even competitors into your unofficial sales force Understand how to turn business acquaintances into powerful joint venture partners Cut your advertising budget and build revenues using social media traditional media and the power of your own brain even get paid to do your marketing Harness the Magic Triangle and the Abundance Principle to skyrocket to success Find all this and much more within the covers of Guerrilla Marketing Goes Green your road map to thrive and prosper as a green ethical business in tough times and good times A playbook for companies that want to succeed in a world where integrity and transparency trump slick slogans This is a gem that should be required reading not just for so called green marketers but for any marketer who wants to succeed in today s economy and tomorrow s Joel Makower Executive Editor GreenBiz com and author Strategies for the Green Economy Very wise words from very wise men Shel and Jay are seasoned marketing pros who not only talk the talk but walk the walk Follow the advice of Guerrilla Marketing Goes Green Your current customers your new customers and your bank account will be richer for it Bob Burg author Endless Referrals and coauthor The Go Giver

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