

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

Resume Template Tips Customer Service

Patrick Vollmar



Resume Template Tips Customer Service:

Unveiling the Power of Verbal Beauty: An Mental Sojourn through **Resume Template Tips Customer Service**

In some sort of inundated with displays and the cacophony of instantaneous transmission, the profound energy and psychological resonance of verbal beauty usually diminish into obscurity, eclipsed by the regular onslaught of sound and distractions. Yet, nestled within the musical pages of **Resume Template Tips Customer Service**, a interesting perform of fictional beauty that pulses with natural thoughts, lies an memorable trip waiting to be embarked upon. Written by way of a virtuoso wordsmith, that interesting opus books readers on a mental odyssey, delicately revealing the latent possible and profound impact stuck within the elaborate internet of language. Within the heart-wrenching expanse of this evocative analysis, we shall embark upon an introspective exploration of the book is central themes, dissect its interesting publishing style, and immerse ourselves in the indelible impression it leaves upon the depths of readers souls.

http://nevis.hu/data/uploaded-files/Documents/College_Rankings_How_To.pdf

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