

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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Camilla Rothe



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Table of Contents Resume Template Update Customer Service

1. Understanding the eBook Resume Template Update Customer Service
 - The Rise of Digital Reading Resume Template Update Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Update 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 Update Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Update Customer Service
 - Personalized Recommendations
 - Resume Template Update Customer Service User Reviews and Ratings
 - Resume Template Update Customer Service and Bestseller Lists

5. Accessing Resume Template Update Customer Service Free and Paid eBooks
 - Resume Template Update Customer Service Public Domain eBooks
 - Resume Template Update Customer Service eBook Subscription Services
 - Resume Template Update Customer Service Budget-Friendly Options
6. Navigating Resume Template Update Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template Update Customer Service Compatibility with Devices
 - Resume Template Update Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template Update Customer Service
 - Highlighting and Note-Taking Resume Template Update Customer Service
 - Interactive Elements Resume Template Update Customer Service
8. Staying Engaged with Resume Template Update Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template Update Customer Service
9. Balancing eBooks and Physical Books Resume Template Update Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template Update Customer Service
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Resume Template Update Customer Service
 - Setting Reading Goals Resume Template Update Customer Service
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template Update Customer Service
 - Fact-Checking eBook Content of Resume Template Update 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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