

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

Resume Template This Week Customer Service

Zhe Xu



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