

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 Update Customer Service

Yi-Tong Ma



Resume Template Update Customer Service:

Whispering the Secrets of Language: An Emotional Journey through **Resume Template Update Customer Service**

In a digitally-driven earth where screens reign supreme and immediate interaction drowns out the subtleties of language, the profound strategies and psychological nuances hidden within words usually go unheard. However, located within the pages of **Resume Template Update Customer Service** a captivating fictional prize sporting with organic emotions, lies a fantastic quest waiting to be undertaken. Penned by an experienced wordsmith, that charming opus invites visitors on an introspective journey, softly unraveling the veiled truths and profound affect resonating within the very cloth of each word. Within the psychological depths of the poignant evaluation, we can embark upon a heartfelt exploration of the book is key subjects, dissect its captivating publishing design, and fail to the effective resonance it evokes deep within the recesses of readers hearts.

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