

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 Guide Customer Service

Michael Hoelscher



Resume Template Guide Customer Service:

From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days Pradeep Maurya ,2025-07-07 *From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days* Struggling to turn your entrepreneurial dreams into reality Feeling overwhelmed by the complexities of starting an AI driven business *From Zero to AI Hero Build a Profitable ChatGPT Business in 30 Days* is your step by step guide to launching a thriving business using ChatGPT s cutting edge capabilities This ebook solves the problem of navigating the AI landscape by providing a clear actionable roadmap to create a profitable venture from scratch no tech expertise required **Key Features** 30 Day Action Plan A practical day by day blueprint to build your ChatGPT based business from ideation to profit Real World Strategies Learn how to leverage ChatGPT for content creation customer service automation and revenue generation Low Cost Setup Discover budget friendly tools and techniques to minimize startup costs while maximizing impact Case Studies Examples Real success stories and practical applications to inspire and guide your journey Scalable Growth Tips Proven methods to scale your business and stay ahead in the AI driven market Who It s For This ebook is perfect for aspiring entrepreneurs small business owners freelancers and anyone eager to harness AI technology to create a profitable online business Whether you re a beginner with no tech background or a seasoned professional looking to pivot into AI this guide is tailored for you **Call to Action** Ready to transform your future with AI Download *From Zero to AI Hero* now and start building your profitable ChatGPT business today Don t miss your chance to become an AI hero in just 30 days grab your copy and take the first step toward financial freedom [Occupational Outlook Handbook](#) ,2010 Describes 250 occupations which cover approximately 107 million jobs **Occupational Outlook Handbook** United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover

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 **Money with AI: How ChatGPT Can Help You** Jay Nans,2025-11-14 The ebook *Money with AI How ChatGPT Can Help You* is a practical beginner friendly guide for honestly earning income using the free version of ChatGPT without requiring technical skills **Core Philosophy and Realism** The book establishes that ChatGPT functions as a time saving assistant and production partner not an automatic money making machine requiring consistent human effort and oversight It stresses avoiding get rich quick scams and setting realistic expectations initial earnings are typically small and emerge after a few weeks to a few months of consistent work **Getting Started** Initial chapters focus on using the free version of the tool explaining what ChatGPT can and cannot do and detailing the creation of effective prompts Key rules for successful prompts include being clear about the task providing context giving format instructions and iteratively checking and improving the AI s output

Income Streams and Workflows The majority of the guide outlines multiple low barrier income streams providing step by step workflows tools primarily ChatGPT Canva Google Docs and example prompts for each Freelancing Writing Offering services on platforms like Fiverr and Upwork such as writing blog posts crafting product descriptions or producing outlines and content for ebooks Digital Products Passive Income Creating and selling simple digital goods like low content books journals planners templates resumes and mini guides using AI to speed up the creation process Specialized Services Providing research and report summarization generating social media content captions video scripts creating customer support materials FAQs email templates or packaging personal expertise into online micro courses The 30 Day Plan The book culminates in a structured 30 Day AI Income Plan⁸⁸⁸ This plan guides the beginner through four phases Week 1 Learn Master the basics of ChatGPT and supporting tools Week 2 Create Samples Build a small portfolio of work samples and micro products Week 3 Publish Create professional profiles on freelance or digital product platforms Fiverr Etsy Week 4 Start Earning Actively apply for jobs and deliver first paid work Long term advice emphasizes consistency building business systems and slowly scaling through pricing and product bundling

The Ultimate Guide to Getting The Career You Want Karen O. Dowd, Sherrie Gong Taguchi, 2004 A practical guide to creating a meaningful career path While the desire to find fulfillment through work is overwhelmingly clear knowing what direction to take often remains uncertain With the help of *The Ultimate Guide to Getting the Career You Want* readers will discover tools concepts and strategies for gaining career building clarity Dr Karen O Dowd and Sherrie Gong Taguchi two experts in the field of career management provide an accessible framework to help readers Overcome current job inertia Understand what makes a job right or wrong for them Include significant others in career decisions Find work that fits within their life vision

Job Hack Carisa Montooth, 2014-07-25 Find out how to navigate the ins and outs of the job search in this easy to use guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview question as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get the job you want

Occupational outlook handbook, 2010-11 (Paperback) ,1990 **Company Profile Resources Guide** ,1990

Occupational Outlook Handbook 2011-2012 U.S. Department of Labor, 2011-06-03 The most comprehensive up to date resource available for choosing the career that s right for you When making a decision about your career path it is crucial that you consider any aspect of a job that will affect your future your sense of fulfillment and your bottom line With current statistics from the number one source of job data in America the U S Department of Labor the Occupational Outlook Handbook 2011 2012 is your best choice for researching careers whether you re looking for your first job or contemplating a career change From able seaman to zoologist you ll get vital information about more than 250 occupations including Nature

of the work and working conditions Earnings Training qualifications and advancement Job outlook With its vast amount of practical up to date information the Occupational Outlook Handbook is an essential tool for making informed intelligent decisions about your future Did you know Training at a vocational school college or university is increasingly important for getting a job as a travel agent A physician assistant s working conditions can vary from regular hours in an office setting to long periods of standing in an operating room Accountants and auditors budget officers credit analysts loan officers and underwriters have training and skills similar to those of financial managers Boilermakers often use potentially dangerous equipment such as acetylene torches and power grinders handle heavy parts and work on ladders or on top of large vessels

Step-by-step Resumes Evelyn U. Salvador,2006 A step by step guide to writing an outstanding resume that offers expert tips and practical suggestions for filling in employment gaps using customizable ClipBullets choosing the right keywords and more Includes a CD with resume templates and worksheets Linked Omar Garriott,Jeremy Schifeling,2022-05-03 A definitive guide to maximizing LinkedIn and navigating the changing hiring landscape Written by hiring gurus Omar Garriott and Jeremy Schifeling both former LinkedIn marketing heads with invaluable insider perspective the book lays out a five step job search framework tying each to discrete actions on LinkedIn

Franklin Covey Style Guide for Business and Technical Communication Lawrence H. Freeman,1999 Much more than a grammar and punctuation handbook this renowned guide helps users produce documents that reflect quality writing standards It offers access to more than 110 topics The CD ROM contains more than 30 model documents including letters memos and resumes **Style Guide for Business and Technical Communication** Franklin Covey Company,1998 This guide provides tips for making your message accessible easy to understand and relevant In the sections on writing and revising organization emphasis page layout and online documentation you will find both process and format suggestions You will also find new and colorful sections on graphics for documents graphics for presentations color charts maps and photographs to prepare visually effective documents **The Case Manager's Survival Guide** Toni G. Cesta,Hussein A. Tahan,2003 This practical hands on guide includes vital information every case manager and administrator of a case management program need to be successful A useful resource for working in the changing face of healthcare it addresses case managers in all settings with an emphasis on nurse case managers and their role in providing patient care and containing costs Focusing on the nuts and bolts aspects of case management it discusses the operations of case management programs based on the authors first hand experiences Case Management Tip boxes in each chapter highlight important tips and provide easy access to this information Case studies in several chapters address possible situations the case manager may confront along with the most effective solutions Key points at the end of each chapter summarize pertinent information Appendices provide extensive examples of forms and multi disciplinary action plans used in various healthcare settings **Iowa Career Resource Guide** ,2008 *Corel WordPerfect 8 Complete Concepts and Techniques* Gary B. Shelly,Steven G. Forsythe,1997 Part of the highly successful

Shelly Cashman Series this text offers a screen by screen step by step approach to learning WordPerfect Covers beginning and advanced skills **Occupational Outlook Handbook, 2006-2007 edition** United States Department of Labor,2005-12-06 Occupational Outlook Handbook has the most authoritative career data available compiled by the U D government and is fully updated every two years With record numbers of students graduating from college there is a need for comprehensive up to date career information Related occupations included in each listing introduces readers to other jobs of possible interest *Occupational Outlook Handbook* ,2008-02 The Occupational Outlook Handbook is a nationally recognized source of career information designed to provide valuable assistance to individuals making decisions about their future work lives Revised every two years the Handbook describes what workers do on the job training and education requirements earnings and job prospects in hundreds of occupations *Job Hunter's Sourcebook* Bohdan Romaniuk,2008-06 Where to Find Employment Leads and Other Job Search Resources

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