

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@gmail.com

Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

PROFESSIONAL EXPERIENCE

SATELLITE TV CO.

Customer Care Specialist

Mt. Pleasant, SC

September 2010 – Present

- 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 company average
- Research complicated cases without prompting to provide more comprehensive service to customers
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

SCOTTRADE

Customer Service Intern

Boston, MA

September 2009 – 2010

- Memorized entire line of company products & 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 at all times, even during moments of intense customer displeasure
- Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements
- Awarded "Fastest Learner" award during the first month of intern training

EDUCATION

BOSTON UNIVERSITY

Marketing Candidate, June 2009

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

- Software: Zendesk, Kayako, and Parcel Audit
- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customer service
- 70WPM Typist

Resume Template Tips Customer Service

Joyce Lain Kennedy



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Resumes For Dummies Joyce Lain Kennedy, 2007-02-26 Is your job search stalling out after you submit a resume but before you're offered an interview With reinvented recruiting technology unmanageable millions of resumes choking employer databases and government mandates in the name of diversity a gigantic change has occurred in the recruiting world over the past several years and it demands a fresh look at how you write and market your resumes Whether you're entering the job market for the first time changing jobs or changing careers Resumes for Dummies 5th Edition will show you the ropes and rules for a new era in recruiting and job finding With 85% new content added since the previous edition this up to date guide gives you the very latest strategies on how to create and more importantly distribute your resume in today's new job search environment You'll learn Why most generic online resumes fail How to customize resumes for each job opening New quick ways to find the right jobs How to use meta search engines to your advantage Why both digital and print versions of resumes are still needed How to use resumes interactively The resume basics that still knock 'em dead How to create resumes for your life's changing phases What to do after you send them your resume With a wealth of sample resumes organized by industry and career field experience level and age and special circumstances along with tips on choosing professional resume help and other valuable resources Resumes for Dummies 5th Edition will help you get noticed in a universe saturated with billions of resumes and more on the way

The Damn Good Resume Guide Yana Parker, 1996 Guides the reader through the process of creating a successful resume

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 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 **Graduating Engineer & Computer Careers** ,2004 Occupational outlook handbook, 2010-11 (Paperback) ,1990 The On-line Job Search Companion James C. Gonyea,1995 Boot up log on and find work This accessible guide to job hunting and career building the electronic way tells job seekers everything they need to know about hardware software on line services and related technologies that can connect them instantly to thousands of employers and job bank databases Career Guide to Business Miriam Griffin,Ebert,1993 *Drawdown Survival Guide* Phillip J. Budahn,1993 *Goof-proof Resumes & Cover Letters* Felice Primeau Devine,2003 This is a new addition to our best selling series Success in 20 Minutes a Day over one million units life sales Grammar Success provides 20 lessons that promote an in depth understanding of grammar in a short amount of time This is full of practical yet fun exercises covering all the fundamentals of grammar rules Also includes a FREE online link to instantly scored grammar exercises *Randax Education Guide* ,1993 **The Over-40 Job Guide** Kathryn Petras,Ross Petras,1993 Providing up to date advice for the older worker this invaluable guide to age proofing job hunts and

safeguarding job futures presents specialized knowledge inside tips practical advice and proven strategies **Expert Resumes for Career Changers** Wendy S. Enelow, Louise Kursmark, 2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples **America's 50 Fastest Growing Jobs** J. Michael Farr, 1995 Based on the latest information from the U S Department of Labor this popular book contains detailed job descriptions for the 50 fastest growing occupations The book also includes information about related occupations for each of the fastest growing jobs a job search section growth projections by industry and for the self employed and details on more than 500 jobs **Reinvention Federal Resumes** Kathryn K. Troutman, 1997-11 Federal Resume Writing 101 12 resume writing exercises including 6 exercises which focus on your Work Experience Thought provoking exercises which cover the mission statement customer service procedures including recognitions and highlighting skills from the announcement also an outstanding sample of a Resmix Resume A total case study GS 12 federal resume KSA and cover letter Click her to learn more about Reinvention *Handbook to the Guide to the Evaluation of Educational Experiences in the Armed Services* ,1994 **Government Executive** ,1995 **The College Career Bible** Vault Editors, Vault Editors (COR), 2008-02-19 Provides college students and recent graduates with overviews of career paths in key industries and includes contact information for major employers and hiring trends for college graduates

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