

CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466

(843) 204-5645

Andrew.Black@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 Update Customer Service

**Brigitte Niedzwiecki,Julie Pepper,P.
Ann Weaver**

Resume Template Update Customer Service:

The Career Change Resume Karen Hofferber,Kim Isaacs,2003-03-22 Written by the official resume advisers to Monster.com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers

Resumes For Dummies Laura DeCarlo,2015-07-14 Master the art of resume writing and boost your chances of getting hired With unemployment rates still running high getting an edge up on the competition in your field whatever it may be can be an intimidating and exhausting undertaking Luckily Resumes For Dummies is here to serve as your life raft as you navigate the murky waters of a modern day job search Inside you'll find expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams There's nothing easy and breezy about looking for a new job whether you currently have one or not But rather than succumbing to the panic that might convince you to hide under the covers Resumes For Dummies arms you with the confidence you need to write a resume that will have prospective employers knocking at your door Includes tips on avoiding common resume writing mistakes Provides updates on the latest changes in the job market that you'll need to take into account when writing a resume Outlines how to approach a lay off in a professional light Covers how to confront privacy and reputation issues in online social job search Whether you're a recent graduate second timer looking for your next job prime timer who hasn't job searched in decades or the unfortunate victim of a lay off Resumes For Dummies takes the fear out of putting your skills on paper and sets you on the path to getting your foot in the door and landing the job of your dreams

Careers in Healthcare and Beyond Evelyn Lee,2021-07-28 According to the U.S. Bureau of Labor Statistics some of the fastest projected job growth will occur in the healthcare healthcare support and personal care fields which accounts for almost one third of the total employment growth by 2020 Analysts suggest that the healthcare field is growing because of the long term trends of an aging population and improved diagnosing and treatment options Additionally technology advances in telemedicine and telehealth are allowing elderly patients to remain in their homes as they age even though their health needs are increasing All these advances and changes to payment structures are fueling the employment growth opportunities in healthcare This book is intended for someone curious to learn more about a career in healthcare but not certain if it is right for them or if the industry would be a good fit for them For the person who is already interested in pursuing a career in healthcare it provides added excitement to continue on this path For the person who is less certain it explores in a narrative format the unique opportunities that are available in healthcare and career options that are not obvious to the general public It is designed to provide added insights and stories that will inspire one to learn more about the field of healthcare and the many

opportunities to consider It will encourage readers to explore ways to gain hands on experience to determine what is the best approach for them to take to start this journey This book is also intended for those who currently work in healthcare but may be considering a different job in the field *Second Chance* Mary E. Ghilani,2010-04-09 A certified career counselor provides practical tips and strategies to help midlife career changers identify the best career change options update their resumes interview with confidence and successfully find jobs As the definition of work and retirement continues to evolve those at midlife have more opportunity than ever to design the jobs they have always wanted *Second Chance How Career Changers Can Find a Great Job* shows how it's done Starting with an overview of midlife retirement trends and the benefits of older employees the book details both the issues involved in making a career change and the career options available to career changers Expert career counselor Mary E Ghilani helps readers analyze why they want to change their career develop a change plan and explore the best career options for their particular circumstances Readers will discover how to find a new job using the latest technology how to effectively market oneself to potential employers how to upgrade a resume and how to improve interviewing skills Self reflective exercises tips on finding a job in a tight economy and helpful career educational and employment resources round out this comprehensive guide **Kinn's The Administrative Medical Assistant E-Book**

Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn's *The Administrative Medical Assistant An Applied Learning Approach* 14th Edition teaches you real world administrative skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition includes expanded content on topics from professionalism and interpersonal skills to billing and coding electronic health records and practice management as well as a new chapter reviewing medical terminology anatomy and physiology and pathology With an easy to read style and practical focus paired with a full complement of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you'll learn the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative procedures prepares you to run a medical office 65 step by step illustrated procedures with rationales break down key administrative skills to master Applied approach to learning helps you use what you've learned in a real world setting including case scenarios critical thinking exercises procedures videos and interactive online activities Thorough EHR coverage with access to hands on activities incorporates use of SimChart for the Medical Office software sold separately designed to ensure that you are practice ready Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes sample certification exams procedures videos and interactive exercises Patient education and legal and ethical features help

relate content to practical use NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid foundation NEW Reorganized and expanded content covers medical office accounts collections banking and practice management to build a deep understanding of the workings of a medical office NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Coverage of patient centered care featured throughout textbook *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 *Kinn's The Clinical Medical Assistant - E-Book* Brigitte Niedzwiecki, Julie Pepper, 2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn's The Medical Assistant An Applied Learning Approach 14th Edition teaches you real world clinical skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition features new authors and a chapter reviewing medical terminology and anatomy With an easy to read format and full continuum of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you'll learn the leading skills of modern medical assisting to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all clinical procedures prepares you for a wide variety of Medical Assisting careers 115 step by step illustrated procedures with rationales break down how to perform critical skills for practice Applied approach to learning helps you use what you've learned in the clinical setting including case scenarios critical thinking exercises procedures videos and interactive online activities Access to hands on activities incorporates use of SimChart for the Medical Office software sold separately to prepare you for documentation of clinical encounters Patient education and legal and ethical features help relate content to practical use Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes certification practice exams procedure videos and interactive exercises NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid medical foundation NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Patient centered care is emphasized throughout NEW Improved test bank includes rationales for

correct and incorrect answers cognitive leveling for questions and mapping to chapter objectives and exam blueprints

The Damn Good Resume Guide Yana Parker,1996 Guides the reader through the process of creating a successful resume *Immunization Update* ,2000 Blue Collar & Beyond Yana Parker,1995 A resume instruction book for blue collar workers who have been largely left out of existing books on resume writing *Career Development in the Federal Public Service* Linda Elizabeth Duxbury,Lorraine S. Dyke,Natalie Lam,1999 Cable Vision ,1997 *Connections* Doris Humphrey,Robert Conklin,2004-03-25 Connections Writing for Your World is the only basic composition text to continuously and systematically connect writing to the real world and the workplace The writing process is emphasized paying special attention to methods of organizing revising and editing By focusing on paragraph and essay writing Connections builds basic writing skills that are essential in today s world The Student Data CD contains files to accompany select activities and practices in the book worksheets for Applying Your Skills activities and additional reading and writing activities not found in the book **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 *Design for Change* Marie Kisiel,1980 **Imagine Loving Your Work** Marti Chaney,Vicki Thayer,1993 Explains how to analyze one s interests beliefs and personal goals to determine the ideal work situation and career path 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 *Medicare and Medicaid Guide* ,1969 *The Hollywood Reporter* ,1991 *The British Journal of Photography* ,2006

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Industrial DC Motor Using ... by AAA Emhemed · 2012 · Cited by 61 — The main objective of this paper illustrates how the speed of the DC motor can be controlled using different controllers. The simulation results demonstrate ... Stability and performance evaluation of the speed control ... by SA Salman · 2021 · Cited by 3 — This paper presents the design of a state-feedback control to evaluate the performance of the speed control of DC motor for different applications. The. Precision Speed Control of A DC Motor Using Fuzzy Logic ... Precision Speed Control of A DC Motor Using Fuzzy Logic Controller Optimized by ... Universiti Teknologi Malaysia, ACKNOWLEDGMENT Johor, Malaysia, in 2011. He ... DC Motor Control | Automation & Control Engineering Forum Jun 20, 2022 — I have a 1 HP DC motor that I'm currently manually controlling using a Dayton 1F792 DC Speed Control unit. I want to automate the following ... Pseudomonas: Model Organism, Pathogen, Cell Factory Mar 26, 2008 — Concise and up-to-date, this handy guide fills a gap in the literature by providing the essential knowledge for everyone with an interest in ... Pseudomonas: Model Organism, Pathogen, Cell Factory. ... The two first chapters deal with comparative genomics of Pseudomonas genomes and *P. aeruginosa* infections in humans (in particular in cystic fibrosis patients), ... Pseudomonas: Model Organism, Pathogen, Cell Factory Concise and up-to-date, this handy guide fills a gap in the literature by providing the essential knowledge for everyone with an interest in the topic. Pseudomonas: Model Organism, Pathogen, Cell Factory This text is a comprehensive overview of the most important model organism in applied microbiology that covers basic biology, pathology and biotechnological ... Microbe Profile: *Pseudomonas aeruginosa*: opportunistic ... by SP Diggle · 2020 · Cited by 311 — *Pseudomonas aeruginosa* is a Gram-negative opportunistic pathogen and a model bacterium for studying virulence and bacterial social traits. Pseudomonas: Model Organism, Pathogen, Cell Factory ... *Pseudomonas aeruginosa* is a common bacterium found in a wide range of environments; it infects nematodes, insects, plants, and ameba in the laboratory and ... Bernd H.A. Rehm: Books Pseudomonas: Model Organism, Pathogen, Cell Factory. Pinch to zoom-in further. SEE MORE DETAILS. Pseudomonas: Model Organism, Pathogen, Cell Factory.

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