

CUSTOMER SERVICE (COMBINATION)

141 Brickhouse Lane, Los Angeles, CA 42143 | (212) 258-1414 | laneylebronco@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

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The 7 Second CV James Reed, 2019-01-03 Write a killer CV and land your dream job It takes an employer just seven seconds to save or reject a job applicant s CV In this book James Reed chairman of REED Britain s largest recruitment company offers invaluable and specific advice on what employers want to see in the CVs they receive and how you can stand out from the crowd Unlike other career development books the honest advice presented here has been compiled from one to one interviews surveys and countrywide workshops across REED s network of recruitment consultants This book is an accessible and enjoyable read intensely practical and packed with pull out quotes layout examples and tips Find out what future employers are looking for and take the first step to start loving Mondays again *Surviving a Layoff* Lita

Epstein, 2008-12-17 Being laid off is a traumatic event Downsized workers must face decisions about reorganizing their lives and their finances while grappling with the emotional grief of losing a job This book is a practical guide to dealing with the tough questions a layoff poses Using a week to week timeline the book offers advice on such topics as coping with grief and anger after a downsizing reorganizing life after a layoff how to launch a job search balancing the job search with family and personal time explaining a layoff to family and friends and more This book will show downsized workers how to reorganize schedules set financial and organizational priorities and go for their next job with confidence and enthusiasm *Best*

Practices in Customer Service John A. Woods, 1999 **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 *101 Best Resumes to Sell Yourself* Jay A. Block, 2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields *Backup Skills for a Tough Job Market* Davi Sal, 2013-11-26

Use the strategies here to learn the shortcut to jobs for almost nothing and grow within companies These skills are obtainable and within reach they can create a second income or help you find your niche Most importantly when the inevitable job loss occurs they are the backup needed to stay floating until you get across One skill will not cut it in this shaky worldwide economy You can list your skills and languages as acronyms to help boost your creative mind Look within and find your own personal interests Knowing some of these important skills gives you leveragea key to being more marketable and operating easily within multiple fields Author Davi Sals path was full of temptation as a result of acquiring these additional skills You become a versatile and competitive person creating mobility and more choices for yourself in life Get ready to discover ton of information about other hidden or rare positions in companies that pay very good salary without the requirements of high education Best of all they are your backup plan to help stay in demand during tough time and bad

economy Whether or not you have a degree there is still hope to find a shortcut to jobs **ACE the IT Resume** Paula Moreira,2007-07-13 Create a first rate resume that will get you hired in IT Stand out in a crowd of IT job applicants by creating and submitting a winning resume and cover letter with help from this practical guide Fully revised and updated for the latest trends technologies and in demand jobs Ace the IT Resume Second Edition reveals how to best showcase your IT skills and experience You ll get tips for adapting your resume for different formats using the right keywords and getting your resume in the hands of the hiring manager With an encyclopedia of sample resumes job descriptions and resume strategies this is your must have guide to landing a great IT job Present your skills experience and education in the most effective format Optimize your online resume Customize your resume based on the job you re seeking Write compelling and relevant cover letters Avoid common pitfalls and analyze your resume for errors Discover ways to quickly get hands on experience Network with IT professionals to make connections **Negative Thinking Rehab** Dennis Obado,2018-04-12 Every now and then you encounter a compelling self help book which uncovers your innermost hidden potential and brings out suppressed motivation ambition skills and talents which inspires and motivates you to transform your life by personal empowerment This book is a must read compelling inspirational book which will empower your thinking In this compelling book on self development and positive thinking I share with my readers my uniquely presented learning experiences invaluable wisdom unique insight motivation and inspiration in order to provide unparalleled self development and self confidence empowerment for the young poor middle class and wealthy in terms of motivating people to achieve their highest potential for achievement in terms of achieving excellence in educational career and or business goals by presenting my systematic informative life transforming guide and relevant experiences to motivate my readers to transform negative thinking to positive thinking so that they can rediscover and implement their sequestered innermost potential for achieving extraordinary accomplishments in their life by providing an inspirational engaging forum which promotes the cultivation of suppressed innermost capabilities and talents which some people never even knew they had in them in order to inspire my readers to perform excellence in all their professional goals **Business 101**,2003 **Top 300 Careers** ,2008 Explore hundreds of careers assess your best career fit and land a job fast with this extensive authoritative resource In one time saving volume job seekers and students find everything they need to research careers learn about pay outlook education and skills needed for about 300 jobs match their personal skills to the jobs and take seven steps to land a good job in less time This book provides thorough current and interesting descriptions for all major jobs covering about 90 percent of the workforce A special book within a book section by career and job search author Michael Farr describes the seven steps that cut job search time in half and includes sample resumes An assessment matches your personal skills with the characteristics of the occupations described in the book **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 **Gallery of Best Resumes for People Without a Four-Year Degree** David F. Noble,2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket **Graduating Engineer & Computer Careers** ,2004 **Résumé Magic** Susan Britton Whitcomb,2007 Explains simple techniques that will make your resume stand out from the competition Includes hundreds of resume examples **Best Resumes for People Without a Four-Year Degree** Wendy S. Enelow,2003-08-04 A rich collection of outstanding resumes produced by professional resume writers for individuals without a four year degree **Microsoft FrontPage 98** Gene Weisskopf,1997 Here is a straightforward skills based guide to using FrontPage efficiently By not getting bogged down in theory this book puts the reader in the driver s seat Like other books in the No Experience Required series readers will learn effective Web creation techniques through hands on experience and scores of real world examples **Expert Resumes for Computer and Web Jobs** Wendy S. Enelow,Louise Kursmark,2001 With the help of this guide readers learn how to present technical skills in reader friendly language that employers will appreciate Includes 150 letter perfect resumes written by professionals who understand the technical job market **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 **Microsoft Visual C++ 5** Steven Holzner,1997 Covering the latest release of MS Visual C this book lets readers who ve never before programmed in C quickly learn the essentials of the language Chapters present practical examples that give readers the real world skills they need to succeed in today s job market The book covers essential programming elements shows how to use class libraries and templates explains the new Enhanced Integrated Development Environment shows how to create small components for programs that run on the Internet and much more Visual C 5 No experience required lets readers build practical C skills fast **Perl CGI Programming** Erik Strom,1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites

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