

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

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**William Thomas Taylor,Daniel Harvey
Braymer**

Resume Template This Month Customer Service:

The World's Greatest Resumes Robert Wm Meier,2005 A career counselor's guide to overhauling a resume including the world's first Resume Rater and Resume Quality Index real life success stories and more than 25 before and after samples

How to Survive and Maybe Even Love Health Professions School Arlene M Muller,2011-09-15 The author's simple clear and direct approach goes beyond normal classroom skills It's your constant companion from your first day at school through graduation to your first job You'll find a wealth of ideas and tips to help you solve the real life issues you'll face as a student and a professional You'll even learn techniques and strategies for finding and landing that first job

Electronic Resume

Revolution Joyce Lain Kennedy,Thomas J. Morrow,1995-10-04 Shows how to put together a resume that will grab the attention of both computer and human readers in today's evolving electronic job search universe

Resume, Application

and Letter Tips for People with Hot and Not-So-Hot Backgrounds Ron Krannich,Caryl Krannich,2006-05-23 Provides 185 tips for writing resumes and cover letters and filling out applications discussing the job search process presenting work history transforming negatives to positives objectives dealing with potential red flags follow up methods and much more

Kinn's Medical Assisting Fundamentals - E-Book Brigitte Niedzwiecki,2021-10-21 Master the clinical and administrative competencies you need to succeed as a Medical Assistant Kinn's Medical Assisting Fundamentals 2nd Edition covers the administrative and clinical knowledge skills and procedures that are essential to patient care A reader friendly approach and focus on foundational content including medical terminology anatomy and physiology basic math calculations and soft skills provide a solid foundation for the key skills and procedures at the heart of Medical Assisting practice An applied learning approach organizes content around realistic case scenarios The 2nd edition adds coverage of intravenous procedures catheterization and limited scope radiography to address competencies approved in many states This practical text will prepare you to launch a successful Medical Assisting career Easy to understand writing style is appropriate for all levels of learners in all types of Medical Assisting programs Emphasis on foundational content includes in depth coverage of anatomy and physiology medical terminology basic math calculations and job readiness to build a strong base of knowledge Illustrated step by step procedure boxes demonstrate how to perform and document key administrative and clinical skills Content supports Medical Assisting certification test plans to help you prepare for board examinations Real world scenario in each chapter presents a situation for you to follow as you read through the material helping you understand and apply key concepts as they are presented Learning features include key terms and definitions Being Professional boxes study tips critical thinking exercises and review and summary sections all focusing on developing the soft skills that employers seek when hiring Chapter learning tools include terms with definitions study tips critical thinking boxes and review and summary sections Medical Terminology boxes highlight chapter related medical terms to help you learn word parts pronunciation and definitions Evolve website includes skills videos chapter quizzes five practice certification exams and a portfolio builder NEW

chapters on intravenous procedures and limited scope radiography provide coverage of expanded Medical Assisting functions approved in many states NEW Expanded content addresses behavioral health catheterization procedures disease states medical office organization expanding MA roles and more 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 Job Search and Career Checklists Arlene S. Hirsch,2005 Job Search and Career Checklists will contain 101 checklists 1 to 3 pages Bankers Monthly ,1925 **Electrical World** ,1916 *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 **Trust Companies** ,1926 Job Hunting for the Utterly Confused Jason Rich,1998 A guide for job seekers covers such topics as

defining one's skills preparing a resume and cover letter interviewing effectively negotiating a salary and analyzing job offers

Printers' Ink, 1963 *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

American Hydroelectric Practice William Thomas Taylor, Daniel Harvey Braymer, 1917

The Student Guide to Mass Media Internships Ronald H. Claxton, Biddie

Lorenzen, 1997 Print broadcast **Automotive News**, 2006 **Jobs Now - How to Get the Job You Want** Richard M.

Zink, 1994 **The Hollywood Reporter**, 2006 *Proceedings of National Electric Light Association* National Electric Light Association. Convention, 1930

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