

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

Resume Template In The Us Customer Service

Ian Pickup

Resume Template In The Us Customer Service:

Occupational Outlook Handbook United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover *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

Occupational Outlook Handbook ,2010 Describes 250 occupations which cover approximately 107 million jobs *Network World* ,1996-09-16 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce

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 *Occupational outlook handbook, 2010-11 (Paperback)* ,1990 **THE BIG BOOK OF JOBS 2012-2013** McGraw-Hill Editors,2011-07-26 Up to date authoritative job information from the most trusted source the U S Department of Labor Does your resume tell employers what they really need to know Which fields are showing the most growth opportunity What is a realistic salary for the job you want Whether you've recently earned a degree decided to change careers or reentered the workforce after an extended absence is the guide you need to make the right decisions the first time around The Job Seekers Guide provides expert advice on Choosing a career path Building career management skills Researching careers in the information age Writing effective cover letters and polished resumes The Occupational Outlook Handbook offers the latest statistics on Working conditions Employment trends and outlooks Training qualifications and advancement Salary ranges **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

Flight Attendant Interview Handbook Ken J. Rabalais,1992-02 **PC**

Mag ,1992-08 PCMag com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology

BIG BOOK OF JOBS, 2009-2010 McGraw-Hill Editors,2008-09-23 Comprehensive up to the minute

information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms you with the tools to effectively pound the pavement

10 Strategies for Reentering the Workforce Mary E. Ghilani,2008-12-30 10 Strategies for Reentering the Workforce Career Advice for Anyone Who Needs a Good or Better Job Now is an easy to read guide for anyone who needs to reenter the workforce because of economic necessity a plant closing corporate downsizing divorce injury or other life changing circumstance including the simple desire for a new challenge Expert career counselor Mary E Ghilani identifies each type of career changer and discusses the unique challenges each group faces the options available to them and strategies for finding a new job or successfully returning to school to upgrade skills The book also offers numerous ways to overcome obstacles and defeat the common yes buts that prevent people from achieving a satisfactory work life This book will directly help unemployed and mid career workers who need to find a better job quickly to keep their heads above water But it will also be of great service to those who can take some time to completely reassess where they are and where they are going In her practice as director of a career center Ghilani often hears common laments like I wish I had a job that or I always wanted to be a These statements are usually followed up with But now it s too late or I don t have the skills or It will take too long or cost too much Her response Do work that you enjoy for the remaining working years of your life even if it means going back

to school or starting at the bottom of the ladder That she explains is a much better alternative to toiling unhappily while awaiting retirement Besides great advice the book also contains hands on tools for figuring out what constitutes a great job sample resumes and cover letters and a list of Web sites catering to those eager to reenter the workforce or find a better job

Engineering News and American Contract Journal ,2003 **American Scientist** ,1942 *Resumes! Resumes! Resumes!* ,1997 Presents fifty sample r sum s evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths *Job Searching Online For Dummies* Pam Dixon,2000-01-31 Not just a book of searching sites and sources online this book helps readers use computers and the Internet to make the most out of finding new employment CD contains software necessary for connecting to a selected online service and templates for building an effective online resume **The United States Army and Navy Journal and Gazette of the Regular and Volunteer Forces** ,1881 *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 American Printer ,2005 **American Cinematographer** ,1995-07

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. Problem of the Month - Double Down Using the same two numbers, subtract the smaller from the larger number. If the two answers are the same, we will call that a perfect pair. Can you find two ... Problem of the Month: Perfect Pair - inside If the two answers are the same, we will call that a Perfect pair. Can you find two numbers that are a Perfect pair? If you think it is impossible, explain ... Perfect Pair Project - If the two answers are the same, that ... If the two answers are the same, that is a perfect pair. Perfect pairs are problems that get you the same answer when you do the opposite or different ... Problem of the Month: Perfect Pair - Inside Mathematics 10 Level D In this Problem , a Perfect pair is defined as two numbers whose sum is equal to their product. Explore these Perfect pairs. If you cannot find any ... Algebra 1 Answer Key Algebra 1 Answer Key. ITEM 242. Use the two-way frequency table to answer the question. Janice asked students in her school to identify their preferred ... Pair Products - NRICH - Millennium Mathematics Project Pair Products printable worksheet. Choose four consecutive whole numbers. Multiply the first and last numbers together. Multiply the middle pair together. Common Core State Standards for Mathematics Solve addition and subtraction word problems, and add and subtract within 10, e.g., by using objects or drawings to represent the problem. 3. Decompose numbers ...