

# CUSTOMER SERVICE (COMBINATION)

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## 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 Top Customer Service

**Steven Holzner**



## **Resume Template Top Customer Service:**

*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 naiveté 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 leverage a key to being more marketable and operating easily within multiple fields Author Davi Sal's 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

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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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## **Table of Contents Resume Template Top Customer Service**

1. Understanding the eBook Resume Template Top Customer Service
  - The Rise of Digital Reading Resume Template Top Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Top Customer Service
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Resume Template Top Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Top Customer Service
  - Personalized Recommendations
  - Resume Template Top Customer Service User Reviews and Ratings

- Resume Template Top Customer Service and Bestseller Lists
- 5. Accessing Resume Template Top Customer Service Free and Paid eBooks
  - Resume Template Top Customer Service Public Domain eBooks
  - Resume Template Top Customer Service eBook Subscription Services
  - Resume Template Top Customer Service Budget-Friendly Options
- 6. Navigating Resume Template Top Customer Service eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template Top Customer Service Compatibility with Devices
  - Resume Template Top Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template Top Customer Service
  - Highlighting and Note-Taking Resume Template Top Customer Service
  - Interactive Elements Resume Template Top Customer Service
- 8. Staying Engaged with Resume Template Top Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template Top Customer Service
- 9. Balancing eBooks and Physical Books Resume Template Top Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template Top Customer Service
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Top Customer Service
  - Setting Reading Goals Resume Template Top Customer Service
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Top Customer Service
  - Fact-Checking eBook Content of Resume Template Top Customer Service
  - Distinguishing Credible Sources

13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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