

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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Victor M. Corman

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Resume Mastery Rosalind Kincaid, AI, 2025-02-28 Unlock your career potential with **Resume Mastery** a comprehensive career guide designed to transform your resume from a mere summary into a powerful marketing tool. This book delves into the evolution of resumes highlighting how they've transitioned from simple qualification lists to sophisticated branding documents. Understand the critical role of Applicant Tracking Systems (ATS) and learn how to strategically incorporate keywords to enhance your resume's visibility. Discover how tailoring your resume is key to making a strong first impression and securing interviews in today's competitive job market directly influencing your long term career trajectory. The book takes a step by step approach starting with the fundamentals of effective resume writing including formatting language and content selection. It then progresses through various resume types and the art of crafting compelling accomplishment statements. A unique aspect of this book is its focus on the psychological elements of resume creation exploring why certain elements resonate more effectively with recruiters. **Resume Mastery** not only provides the how but also the why behind resume best practices supported by industry data case studies and insights from recruiters. Equip yourself with the knowledge and tools needed to create a resume that not only showcases your skills and experience but also aligns with your career goals ultimately leading to job search success and salary negotiation advantages.

Graduating Engineer & Computer Careers, 2004 **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.

Pitman's Journal of Commercial Education, 1915 **Reprint from the Public Health Reports** United States. Public Health Service, 1915 **The Emerson Monthly**, 1922 **Ice and Refrigeration**, 1924

Druggists' Circular, 1929 **Public Service Magazine**, 1921 **Public Service Management**, 1922 Municipal Ordinances and Regulations Pertaining to Public Health ... United States. Public Health Service, 1917 The Washington Newspaper, 1922 Grain World, 1923 **PUBLIC UTILITIES FORTNIGHTLY**, 1929 The Black Diamond, 1927

Telephony, 1914 **Office Appliances; The Magazine of Office Equipment**, 1919 Adweek, 1997 Vols for 1981 include four special directory issues Boot and Shoe Recorder, 1909 **Office Appliances**, 1924

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web reflex arc and reflexes purpose of the exercise to review the characteristics of reflex arcs and reflex behavior and to demonstrate some of the reflexes that occur in the human body materials needed rubber percussion hammer learning outcomes after completing this exercise you should be able to

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web reflex arc reflex actions there are different types of neurones that work together in a reflex action this creates an automatic and rapid response to a stimulus which minimises any damage

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web the reflex arc examples of reflex arcs in humans include responses to pain and blinking the order of neurons in a reflex arc is the neurons are separated by narrow gaps called synapses

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web skill drawing and labelling a diagram of a reflex arc for a pain withdrawal reflex in a pain withdrawal reflex arc a pain stimulus is detected by a receptor nocireceptor and a nerve impulse is initiated in a sensory neuron

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web reflex arc neurological and sensory mechanism that controls a reflex an immediate response to a particular stimulus the primary components of the reflex arc are the sensory neurons or receptors that receive stimulation and in turn connect to other nerve cells that activate muscle cells or effectors which perform the reflex action

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web there are two reflex arcs somatic reflex arc which affects the internal organs of the body and autonomic reflex arc affecting the muscles some somatic reflexes are more brain mediated while certain autonomic reflexes often involve spinal cord mediation reflex arc components

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