

# 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 Discount Customer Service

**Victor M. Corman**



## **Resume Template Discount Customer Service:**

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

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

1. Understanding the eBook Resume Template Discount Customer Service
  - The Rise of Digital Reading Resume Template Discount Customer Service
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Discount 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 Discount Customer Service
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Discount Customer Service
  - Personalized Recommendations
  - Resume Template Discount Customer Service User Reviews and Ratings
  - Resume Template Discount Customer Service and Bestseller Lists
5. Accessing Resume Template Discount Customer Service Free and Paid eBooks

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