

CUSTOMER SERVICE RESUME

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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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Consumer Reports

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Graduating Engineer & Computer Careers ,2004 **The AI Gold Rush Blueprint: Profit Fast with ChatGPT — 10X Your Writing, Coding & Creativity Before Everyone Else Catches Up** AI Tech Genius, The AI Gold Rush is here will you cash in or get left behind If you ve been watching AI explode but feel overwhelmed by all the noise you re not alone The truth is most people are either dabbling without direction or stuck in analysis paralysis This book is your blueprint to cut through the chaos and start monetizing with confidence Inside The AI Gold Rush Blueprint you ll discover Proven monetization strategies that show you exactly how to turn prompts into profits whether through freelancing digital products content creation or automation Prompt mastery techniques to get powerful original results goodbye generic AI outputs Scalable systems to automate repetitive work so you can focus on growth instead of burnout Creative hacks to write faster code smarter and build bots that clients and businesses will pay for Future proof strategies to stay ahead as tools platforms and regulations evolve no more fearing obsolescence The AI Creator s Mindset so you don t just chase shiny tools but build skills confidence and a lasting brand Imagine creating 10x more content in half the time building income streams that grow while you sleep and turning AI from a curiosity into your most powerful business ally This isn t theory it s a step by step guide designed for freelancers entrepreneurs and creators who want results now Don t wait until the gold rush ends Grab your copy today and start building your AI powered future **Collins Compact Dictionary & Thesaurus, 2e**

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Jam packed with information never before available this book offers you hundreds of incredible things you can get for your home business career kids hobbies and computer you name it No strings attached *Computer Technician Career Starter* Joan Vaughn,2001 Essential for people seeking a rewarding career as a computer technician **J@pan, Inc** ,1999

Network ,1997 *Electronic Resumes & Online Networking* Rebecca Smith,2000 The ways in which job hunters can market their resumes and advertise their talents have grown immensely with the advent of the Internet This second edition of *Electronic Resumes and Online Networking* shows hot to become Internet savvy to gather information find the right job and submit a resume online **International Job Finder** Daniel Lauber,Kraig Rice,2002 Offers over 1 001 ways to find

international jobs throughout the world especially in today s troubled times 10 000 first printing Advertising extensive online promotion Author radio tour **How to Use America Online** Deborah Craig,Elaine Madison,1999 This fourth edition is a new fully expanded version of the step by step guide to America s 1 online service Using a unique combination of pictures and text readers are shown step by step how to get online and how to get the most out of AOL s features including many of

the new ones added to version 4.0 such as instant messages sending images and the new Virtual Places. The disk contains AOL membership software. The Software Encyclopedia 2000 Bowker Editorial Staff, 2000-05 C/C++ Users Journal, 2000 Wired Resume Guide, Version 2.0 Cengage South-Western, Tim Krause, 1999-12 **Brandweek**, 2000

Goof-proof Resumes & Cover Letters Felice Primeau Devine, 2003 This is a new addition to our best selling series Success in 20 Minutes a Day over one million units life sales Grammar Success provides 20 lessons that promote an in depth understanding of grammar in a short amount of time. This is full of practical yet fun exercises covering all the fundamentals of grammar rules. Also includes a FREE online link to instantly scored grammar exercises. *Résumés in Cyberspace* Pat Criscito, 2000 Updated to help job seekers take full advantage of the latest cyberspace trends and technology this book provides detailed instruction on designing a resume for computer networking. Readers will learn to make their resume attention catching, scannable and effective in helping them get that job they are seeking. They will also find advice on using the World Wide Web and a variety of commercial on line services to find and land career positions. *Cyberspace Resume Kit* Mary B. Nemnich, Fred Edmund Jandt, 1999 A guide to putting a resume online that shows how to take advantage of state of the art Internet features that have revolutionized job searching. The authors show how to incorporate numerous elements into HTML resumes including graphics, color and links. Also included are evaluations of 80 plus Internet resume sites, interviews with industry insiders on the most effective ways to produce and use cyberspace resumes and how to register a Web resume. Annotation copyrighted by Book News Inc. Portland, OR **Ten Steps to a Federal Job** Kathryn K. Troutman, 2002 Identify the federal job titles that match your skills. **Electronics Buying Guide** Consumer Reports, 2007-09-18 A consumer guide integrates shopping suggestions and handy user tips as it describes and rates dozens of digital electronic products including cell phones, digital cameras, televisions, computers and home theater products. Stepping Thru Ms Office Int03tx Fulton, Neilsen, 2004-04

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