

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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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

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