

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@gmail.com

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

Resume Template Deal Customer Service

Michael Rajnik



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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

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

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Graduating Engineer & Computer Careers, 2004 **People Management**, 1999 **Music Trades**, 1922 **Proceedings of National Electric Light Association** National Electric Light Association. Convention, 1930 **British Bee Journal & Bee-keepers Adviser**, 1900 *The Solicitors' Journal and Reporter*, 1896 **Retail Coalman**, 1917 *Decision Support Systems and Intelligent Systems* Efraim Turban, Jay E. Aronson, 2001 This text covers the latest decision support theories and practices used by managers and organizations *Transport Salaried Staff Journal*, 1923 **Ice and Refrigeration**, 1924 *British and Colonial Printer and Stationer*, 1916 **Architectural Record**, 1987-05 *Drug Markets*, 1926 *Employment and Training Reporter*, 1998

The Commercial Car Journal ,1924

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Adweek ,2000-07

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