

# **CUSTOMER SERVICE (COMBINATION)**

141 Brickhouse Lane, Los Angeles, CA 42143 | (212) 258-1414 | laneylebronco@gmail.com

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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 Best Customer Service

**Jay A. Block**

## Resume Template Best Customer Service:

**The 7 Second CV** James Reed,2019-01-03 Write a killer CV and land your dream job It takes an employer just seven seconds to save or reject a job applicant s CV In this book James Reed chairman of REED Britain s largest recruitment company offers invaluable and specific advice on what employers want to see in the CVs they receive and how you can stand out from the crowd Unlike other career development books the honest advice presented here has been compiled from one to one interviews surveys and countrywide workshops across REED s network of recruitment consultants This book is an accessible and enjoyable read intensely practical and packed with pull out quotes layout examples and tips Find out what future employers are looking for and take the first step to start loving Mondays again *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 naivet 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 *Occupational Outlook Handbook* ,2010 Describes 250 occupations which cover approximately 107 million jobs **Occupational Outlook Handbook** United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover **Occupational outlook handbook, 2010-11 (Paperback)** ,1990 How to Make Money Online Jason Hughes,2024-06-21 Are you tired of the traditional 9 to 5 grind Are you looking for ways to achieve financial freedom and create a sustainable income stream from the comfort of your own home Look no further How to Make Money Online Make Up to 5000 a Month is your comprehensive guide to unlocking the secrets of online income generation In this book you will learn 100 proven and practical ways to make passive income online Whether you re a digital nomad a stay at home parent or simply seeking financial independence this book provides you with the tools and strategies to succeed in the digital era Inside these pages you ll discover a wealth of opportunities to tap into the vast potential of the online world From affiliate marketing and e commerce to content creation and investment strategies each method is explained in detail empowering you to choose the ones that align with your skills passions and goals With step by step instructions and real life examples Jason Hughes guides you through the process of getting started finding your niche building your online presence and monetizing your expertise You ll learn how to leverage the power of social media optimize your website for maximum impact and implement effective marketing strategies to reach your target audience But this book is more than just a compilation of money making ideas It s a roadmap to financial freedom and success Along the way Your Name shares invaluable insights on mindset goal setting and overcoming challenges You ll discover how to shift your perspective embrace opportunities and develop a growth oriented mindset that will propel you toward your online income goals Whether you dream of traveling the world while working remotely having more time for yourself and your loved ones or achieving financial security Are you ready to unleash your online income potential Get your

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**Company Profile Resources Guide** ,1990 **BIG BOOK OF JOBS, 2009-2010** McGraw-Hill Editors,2008-09-23 Comprehensive up to the minute information on top jobs and job search techniques from the United States Department of Labor With up to the minute data from the U S Department of Labor plus cutting edge career strategies from McGraw Hill The Big Book of Jobs saves you precious time by offering everything you need for job hunting in a single volume From building career management skills and writing resumes to exploring 250 career possibilities this resource arms you with the tools to effectively pound the pavement **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 *Gallery of Best Resumes for People Without a Four-Year Degree* David F. Noble,2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket *Microsoft FrontPage 98* Gene Weisskopf,1997 Here is a straightforward skills based guide to using FrontPage efficiently By not getting bogged down in theory this book puts the reader in the driver s seat Like other books in the No Experience Required series readers will learn effective Web

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## **Resume Template Best Customer Service Introduction**

In this digital age, the convenience of accessing information at our fingertips has become a necessity. Whether its research papers, eBooks, or user manuals, PDF files have become the preferred format for sharing and reading documents. However, the cost associated with purchasing PDF files can sometimes be a barrier for many individuals and organizations. Thankfully, there are numerous websites and platforms that allow users to download free PDF files legally. In this article, we will explore some of the best platforms to download free PDFs. One of the most popular platforms to download free PDF files is Project Gutenberg. This online library offers over 60,000 free eBooks that are in the public domain. From classic literature to historical documents, Project Gutenberg provides a wide range of PDF files that can be downloaded and enjoyed on various devices. The website is user-friendly and allows users to search for specific titles or browse through different categories. Another reliable platform for downloading Resume Template Best Customer Service free PDF files is Open Library. With its vast collection of over 1 million eBooks, Open Library has something for every reader. The website offers a seamless experience by providing options to borrow or download PDF files. Users simply need to create a free account to access this treasure trove of knowledge. Open Library also allows users to contribute by uploading and sharing their own PDF files, making it a collaborative platform for book enthusiasts. For those interested in academic resources, there are websites dedicated to providing free PDFs of research papers and scientific articles. One such website is Academia.edu, which allows researchers and scholars to share their work with a global audience. Users can download PDF files of research papers, theses, and dissertations covering a wide range of subjects. Academia.edu also provides a platform for discussions and networking within the academic community. When it comes to downloading Resume Template Best Customer Service free PDF files of magazines, brochures, and catalogs, Issuu is a popular choice. This digital publishing platform hosts a vast collection of publications from around the world. Users can search for specific titles or explore various categories and genres. Issuu offers a seamless reading experience with its user-friendly interface and allows users to download PDF files for offline reading. Apart from dedicated platforms, search engines also play a crucial role in finding free PDF files. Google, for instance, has an advanced search feature that allows users to filter results by file type. By specifying the file type as "PDF," users can find websites that offer free PDF downloads on a specific topic. While downloading Resume Template Best Customer Service free PDF files is convenient, its important to note that copyright laws must be respected. Always ensure that the PDF files you download are legally available for free. Many authors and publishers voluntarily provide free PDF versions of their work, but its essential to be cautious and verify the authenticity of the source before downloading Resume Template Best Customer Service. In conclusion, the internet offers numerous platforms and websites that allow users to download free PDF files legally. Whether its classic literature, research papers, or magazines, there is something for everyone. The platforms mentioned in this article, such as Project Gutenberg, Open Library, Academia.edu, and Issuu,

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