

CUSTOMER SERVICE (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

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



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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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