

# **CUSTOMER SERVICE (COMBINATION)**

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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 Price Customer Service

**Pradeep Maurya**

## **Resume Template Price Customer Service:**

**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.

**Ten Steps to Succeeding at ANY College** Tina Fletcher, Trina Fletcher, 2011-11-25 Tina Experience United States Senate Southern Education Foundation Office of the First Lady Michelle Obama Obama for America campaign Anacostia HS Trina B S Industrial Tech Experience Lockheed Martin Caterpillar Kellogg's Johnson Inspiring Woman for the WNBA Liberty GWU Service Excellence Award

[From Zero to AI Hero: Build a Profitable ChatGPT Business in 30 Days](#) Pradeep Maurya, 2025-07-07 **From Zero to AI Hero** Build a Profitable ChatGPT Business in 30 Days Struggling to turn your entrepreneurial dreams into reality Feeling overwhelmed by the complexities of starting an AI driven business **From Zero to AI Hero** Build a Profitable ChatGPT Business in 30 Days is your step by step guide to launching a thriving business using ChatGPT's cutting edge capabilities. This ebook solves the problem of navigating the AI landscape by providing a clear actionable roadmap to create a profitable venture from scratch no tech expertise required. Key Features 30 Day Action Plan A practical day by day blueprint to build your ChatGPT based business from ideation to profit. Real World Strategies Learn how to leverage ChatGPT for content creation customer service automation and revenue generation. Low Cost Setup Discover budget friendly tools and techniques to minimize startup costs while maximizing impact. Case Studies Examples Real success stories and practical applications to inspire and guide your journey. Scalable Growth Tips Proven methods to scale your business and stay ahead in the AI driven market. Who It's For This ebook is perfect for aspiring entrepreneurs small business owners freelancers and anyone eager to harness AI technology to create a profitable online business. Whether you're a beginner with no tech background or a seasoned professional looking to pivot into AI this guide is tailored for you. Call to Action Ready to transform your future with

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Howard,2019-03-01 Book Six in Motivated Series by Brian E Howard There are over 120 pieces of sage advice quoted throughout the book on how to effectively conduct a job search write a powerful resume and LinkedIn profile cover letters and other communications The Motivated College Graduate is the most comprehensive job search book written for the recent college graduate It discusses real life job search issues facing today s college graduate The book provides unprecedented insight and advice from some of the most credentialed and experienced career coaches and resume writers in the industry These coaches and resume writers have specialized practices and work with recent college graduates You will learn how to conduct an effective job search stand out among your competition get interviews and job offers Go inside the minds of these coaches and resume writers Learn how they ve coached other college graduates to land fulfilling career level positions Understand how the resume writers think about keywords titling branding accomplishments color design and a plethora of other resume writing considerations as they create winning resumes Based on his extensive experience in the job search industry and by tapping into the collective knowledge of career coaches and resume writers who work specifically with college graduates Brian Howard has written a comprehensive job search book that surpasses all other job search books written for the recent college graduate [Cost-benefit Analysis for Development](#) Herath M. Gunatilake,2013 **Bankers Monthly** ,1967 [Journal of Electricity, Power, and Gas](#) ,1915 **Transactions of the American Institute of Electrical Engineers** ,1915 [Electrical Engineering](#) ,1915 Vols for 1887 1946 include the preprint pages of the institute s

Transactions    **Proceedings of the American Institute of Electrical Engineers** American Institute of Electrical Engineers,1915    **Journal of Electricity** ,1915    **Resources in Education** ,1994-08    **Railway Age** ,1939    **United States Economist, and Dry Goods Reporter** ,1912    *Tourism Marketing and Management Handbook* Stephen F. Witt,Luiz Moutinho,1994 This handbook provides a detailed guide to marketing and management in tourism in the 1990s This second edition features 100 contributions from international authorities on the subject new chapters reflecting the issues of increasing importance in tourism greater emphasis on management and internationally applicable topics and major revisions of all existing chapters The contents have been reorganized by subject area for convenience Designed to provide a user friendly reference the topics covered include cost benefit analysis hotel marketing international tourism trends financial analysis and planning quality management and pricing and promotional strategy This edition shows the application of marketing and management techniques within the tourism industry and is appropriate for use in tourism businesses of any size    **Billboard Music Week** ,1929    The National Druggist ,1916    Gas Logic ,1917    *The Mailbag* ,1918

## **Resume Template Price Customer Service** Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has been more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Resume Template Price Customer Service**," published by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound impact on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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### **Table of Contents Resume Template Price Customer Service**

1. Understanding the eBook **Resume Template Price Customer Service**
  - The Rise of Digital Reading **Resume Template Price Customer Service**
  - Advantages of eBooks Over Traditional Books
2. Identifying **Resume Template Price Customer Service**
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an **Resume Template Price Customer Service**
  - User-Friendly Interface
4. Exploring eBook Recommendations from **Resume Template Price Customer Service**
  - Personalized Recommendations
  - **Resume Template Price Customer Service** User Reviews and Ratings
  - **Resume Template Price Customer Service** and Bestseller Lists

5. Accessing Resume Template Price Customer Service Free and Paid eBooks
  - Resume Template Price Customer Service Public Domain eBooks
  - Resume Template Price Customer Service eBook Subscription Services
  - Resume Template Price Customer Service Budget-Friendly Options
6. Navigating Resume Template Price Customer Service eBook Formats
  - ePUB, PDF, MOBI, and More
  - Resume Template Price Customer Service Compatibility with Devices
  - Resume Template Price Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template Price Customer Service
  - Highlighting and Note-Taking Resume Template Price Customer Service
  - Interactive Elements Resume Template Price Customer Service
8. Staying Engaged with Resume Template Price Customer Service
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template Price Customer Service
9. Balancing eBooks and Physical Books Resume Template Price Customer Service
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template Price Customer Service
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Resume Template Price Customer Service
  - Setting Reading Goals Resume Template Price Customer Service
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template Price Customer Service
  - Fact-Checking eBook Content of Resume Template Price Customer Service
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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