

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 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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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 mangement 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 become 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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