

CUSTOMER SERVICE RESUME

1421 Whitney Blvd., Mt Pleasant, SC 29406

(843)-204-5645

Andrew.Black@jgmail.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

Examples Of Customer Service Resumes

Wendy S. Enelow, Louise Kursmark



Examples Of Customer Service Resumes:

Ridiculous Resumes Quinn Everett, AI, 2025-03-29 Ridiculous Resumes tackles the often overlooked world of resume writing revealing why so many job applications end up in the rejection pile This career guide exposes common yet easily avoidable mistakes that job seekers make such as including irrelevant hobbies or exaggerating skills which can instantly disqualify them The book uniquely analyzes real life resume blunders and provides data driven insights into what recruiters look for highlighting how Applicant Tracking Systems ATS filter candidates based on seemingly minor details The book s approach involves dissecting actual resumes to showcase errors and offering practical strategies for crafting a compelling resume It emphasizes understanding the psychology behind recruiter decisions helping job seekers present themselves effectively Ridiculous Resumes progresses systematically starting with foundational resume writing principles then dives into common mistakes and finally it provides a step by step guide to creating a modern resume that emphasizes strengths while minimizing weaknesses This approach aims to transform job search efforts into career success *Writing Resumes and Cover Letters For Dummies - Australia / NZ* Amanda McCarthy, Kate Southam, 2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today s tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it s simply not a good time to be looking So how do make yourself stand out Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition shows you how to catch a recruiter s attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve Writing Resumes and Cover Letters For Dummies gives you all the tools and tips you need to get noticed and get your dream job **The ABC's of Resume Writing** Thomas Foster, **The Resume.Com Guide to Writing Unbeatable Resumes** Rose Curtis, Warren Simons, 2004-04-19 The first step to getting a great job is writing a great resume This book will be your first step **Real-resumes for Career Changers** Anne McKinney, 2000 Writing a career change resume is the most complex of resumes to write Using actual resumes and covering letters the editor of this series shows the reader how to consider new opportunities and how to communicate past experience in a way that builds bridges to new careers *202 Great Resumes* Jay A. Block, Michael Betrus, 2004-04-21 A comprehensive collection of sample resumes for any job in any field 202 Great Resumes gives job hunters more of everything they need to get a great job These resumes

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