

# CUSTOMER SERVICE RESUME

3423 Whitney Blvd., Mt Pleasant, SC 29466

(843)-204-5645

Andrew.Black@gmail.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

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### SATELLITE TV CO.

Mt. Pleasant, SC

Customer Care Specialist

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

Boston, MA

Customer Service Intern

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

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### BOSTON UNIVERSITY

Boston, MA

Marketing Candidate, June 2009

# Job Description For Customer Service For Resume

**Melanie Williamson**



## **Job Description For Customer Service For Resume:**

Resume Writing Without Paid Work Experience Walter L. Fortson, Harve L. Nichols, 2001 What others are saying about this book ADULT PROGRAMS ADULT BASIC AND LITERACY EDUCATION PROGRAMS I like it because it is such an engaging upbeat and enjoyable book that I had trouble putting it down I especially like the way that it gives concrete examples to show my students how to meet the qualifications of a particular job Otherwise they would probably never think that they had a shot at the position Volunteers can use it even if they have no formal training in adult education because everything is clearly spelled out and the forms are spacious Judith Aaronson founder of the Pittsburgh Literacy Council WELFARE TO WORK WIA PROGRAMS This is an invaluable tool for a population that wants to be productive but doesn't know how to present themselves in a light that will ensure employment And for those with work histories it lets them to more easily identify the valuable transferable skills that they possess Dr Georgine Scarpino former director of JTPA WIA and Welfare to Work programs PROGRAMS FOR PERSONS WITH DISABILITIES In providing employment support services to persons with disabilities oftentimes there is a lack of work history or gaps in employment This book is a tool to develop a resume that draws from life experience and non paid work experiences Just working through the suggested activities can be a confidence builder for individuals seeking employment Diane Celidonia Supervisor Employment Services

**Real-Resumes for Customer Service Jobs** Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers *Unbeatable Resumes* Tony BESHARA, 2011-06-16 Need serious help with your rTsumT Turn to the employment expert Dr Phil calls the best of the best What does Tony Beshara do that most rTsumT experts don't While the experts write rTsumTs all day Tony the veteran placement specialist featured regularly on the Dr Phil show actually uses them to get people jobs With Unbeatable RTsumTs Tony dissects and discusses real life rTsumTs for jobs in a wide range of industries from healthcare to banking construction to technology administration to sales and marketing and more The book shows readers how to build a powerful rTsumT utilize keywords effectively use gaps and job changes to their advantage and pair their rTsumTs with concise dynamic cover letters He complements his expertise he has personally placed more than 8 500 professionals with the results of a survey of more than 3 000 managers executives HR specialists and other hiring authorities about what gets rTsumTs read interviews granted and jobs offered Readers will learn The critical components of well written rTsumT How to ensure their rTsumT actually gets read by the right people What employers look

for and what turns them off How to customize a rTsumT for a particular job The truth about video rTsumTs job search websites and social networking sites like FaceBook LinkedIn and MySpace And much more Unbeatable RTsumTs shows job seekers of all types how to present themselves in the best possible light for the best possible position *A Career in the Sky: Your Step-by-step Guide to Becoming a Flight Attendant* Megha Madan, 2021-10-04 Written by an experienced international flight attendant A Career in the Sky is a practical and to the point guide on how to prepare for and be successful at one of the most envied jobs in the world For anyone who aspires to become a flight attendant this comprehensive book will be your key to having an edge over others and becoming the best of the best With simple language and valuable advice and information this book will help you understand everything you need to know about The application process How to write an impactful resume and covering letter How to prepare well for an interview Grooming to look smart and elegant How to answer tricky questions in the gruelling interviews Key attributes required roles and responsibilities Insightful strategies to clear the interview and get selected Be a step ahead of the competition and earn your wings with A Career in the Sky **How to Write the Perfect Federal Job Résumé & Résumé Cover Letter** Melanie Williamson, 2011 Accompanying CD ROM contains sample resumes and cover letters and several PDFs from USAJOBS gov [Occupational Outlook Handbook](#), 2008

**Occupational Outlook Handbook 2010-2011 (Paperback)** Labor Dept. (U.S.), Bureau of Labor Statistics, 2010 An important resource for employers career counselors and job seekers this handbook contains current information on today's occupations and future hiring trends and features detailed descriptions of more than 250 occupations Find out what occupations entail their working conditions the training and education needed for these positions their earnings and their advancement potential Also includes summary information on 116 additional occupations **Resumes For Dummies** Laura DeCarlo, 2019-02-22 Polish up that old resume and land your dream job We've all been there it's time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of Resumes For Dummies answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can **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 *Resumes, Applications, and Cover Letters (2009)* Olivia

Crosby,2009-10-26 Briefly describes how to create effective resumes and cover letters and how to pick up and fill out job application forms Includes a section about creating digital resumes **Surviving a Layoff** Lita Epstein,2008-12-17 Being laid off is a traumatic event Downsized workers must face decisions about reorganizing their lives and their finances while grappling with the emotional grief of losing a job This book is a practical guide to dealing with the tough questions a layoff poses Using a week to week timeline the book offers advice on such topics as coping with grief and anger after a downsizing reorganizing life after a layoff how to launch a job search balancing the job search with family and personal time explaining a layoff to family and friends and more This book will show downsized workers how to reorganize schedules set financial and organizational priorities and go for their next job with confidence and enthusiasm The Complete Book of Resumes Karen Schaffer,2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

**Occupational Outlook Handbook 2008-2009 (Clothbound)** , **The Reward of Risk** Olivia Von Holt,2023-12-01 The Reward of Risk Embracing Confidence In Your Career is more than a guide it s a beacon of hope and a blueprint for those poised at the precipice of their professional journey eager to leap into a career filled with purpose growth and achievement This book is an essential companion for the ambitious young professional a lighthouse casting a steady inspiring beam into the often turbulent waters of career development It s a narrative that intertwines the wisdom of seasoned experience with the dynamic energy of youth offering not just advice but a pathway to a career that doesn t just exist but

thrives and resonates in the modern fast paced economy As you turn these pages you ll embark on a journey into the heart of professional development where each word serves as a stepping stone toward building a career that stands out and soars This book is a treasure trove of strategic insights on confidently laying the foundation of your career edifice It s about crafting an unforgettable personal brand networking like a seasoned pro and establishing robust rewarding relationships that form the backbone of career success Dive deep into the art of volunteer work understanding how it s not just an act of community involvement but a cornerstone of personal and professional growth Learn how volunteer experience can be a powerful tool in resume building helping you stand out in the competitive job hunting process Discover the nuances of volunteer management and how leading non profit organizations can hone your leadership skills and open doors to unexpected opportunities Experience the thrill of stories where persistence meets opportunity leading to triumphs that redefine one s career path Each chapter celebrates the magic that unfolds when risk taking is paired with relentless hard work This book goes beyond narrating success it s a hands on guide to aspiring for it offering practical advice on everything from acing nerve wracking negotiations to turning setbacks into launchpads for your next big venture Explore the realms of social entrepreneurship and corporate social responsibility understanding how businesses can create a significant social impact while achieving their goals Learn about the importance of skills development volunteering and networking and finding the right mentor can lead to profound job satisfaction and professional growth Internships volunteering and community engagement are presented as experiences and transformative journeys that shape your professional identity Understand how these experiences contribute to a global understanding of the corporate market and prepare you for the challenges and rewards of a global career Fundraising and social impact initiatives are dissected to reveal how they contribute to the larger picture of career development teaching invaluable lessons in persistence creativity and strategic thinking This book also delves into the intricacies of networking demonstrating how building a web of professional relationships is crucial in today s interconnected world The Reward of Risk is more than a book it s a mentor a motivator and a manifesto for the ambitious dedicated and courageous It s a cheerleader echoing the crowd s roar as you step into the stadium of your career ready to conquer and secure your place in the professional pantheon This book doesn t just guide you it walks with you helping you to embrace confidence in your career and urging you to see every challenge as an opportunity and every risk as a potential reward

*Kinn's The Medical Assistant* Deborah B. Proctor, Brigitte Niedzwiecki, Julie Pepper, Payel Madero, Marti Garrels, Helen Mills, 2016-05-04 Comprehensive Medical Assisting begins with Kinn Elsevier s 60th Anniversary edition of Kinn s The Medical Assistant 13th Edition provides you with real world administrative and clinical skills that are essential to working in the modern medical office An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary for working in today s healthcare setting Paired with our adaptive solutions real world simulations EHR documentation and HESI

remediation and assessment you will learn the leading skills of modern administrative and clinical medical assisting in the classroom Basics of Diagnostic Coding prepares you to use the ICD 10 coding system Learning objectives listed in the same order as content makes it easy to review material Clinical procedures integrated into the TOC give you a quick reference point Professional behavior boxes provide guidelines on how to interact with patients families and coworkers Patient education and legal and ethical issues are described in relation to the Medical Assistant s job Applied approach to learning helps you use what you ve learned in the clinical setting Learning objectives and vocabulary with definitions highlight what s important in each chapter Critical thinking applications test your understanding of the content Step by step procedures explain complex conditions and abstract concepts Rationales for each procedure clarify the need for each step and explains why it s being performed Portfolio builder helps you demonstrate your mastery of the material to potential employers NEW Chapter on The Health Record reviews how you ll be working with a patient s medical record NEW Chapter on Technology in the Medical Office introduces you to the role EHR technology plays in the medical office NEW Chapter on Competency Based Education helps you understand how your mastery of the material will affect your ability to get a job NEW Clinical procedure videos helps you visualize and review key procedures [Kinn's The Administrative Medical Assistant E-Book](#) Deborah B. Proctor,Brigitte Niedzwiecki,Julie Pepper,Payel Madero,2016-05-13 Administrative Medical Assisting begins with Kinn Elsevier s Kinn s The Administrative Medical Assistant 13th Edition provides you with the real world administrative skills that are essential to working in the modern medical office An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary in today s healthcare setting Paired with our adaptive solutions EHR documentation ICD 10 coverage and detailed procedural videos you will learn the professional and interpersonal skills of modern administrative medical assisting Professionalism in applicable procedures teaches you how to properly interact with patients and coworkers Professional behavior boxes provide guidelines on how to interact with patients families and coworkers Step by step procedures explain complex conditions and abstract concepts Patient education and legal and ethical issues are described in relation to the Medical Assistant s job Critical thinking applications test your understanding of the content Threaded case scenarios help you to apply concepts to realistic administrative situations Portfolio builder helps you demonstrate proficiency to potential employers NEW Chapter on The Health Record reviews how you ll be working with a patient s medical record NEW Chapter on Technology in the Medical Office introduces you to the role technology plays in the medical office NEW Administrative procedure videos helps you visualize and review key procedures NEW Chapter on Competency Based Education helps you to understand how your mastery of the material will affect your ability to get a job Basics of Diagnostic Coding prepares you to use ICD 10 coding system **Career Services Operations** Nora Bexley,Al,2025-04-07 Career Services Operations offers a comprehensive exploration of law school career services essential for both law students and career services professionals It highlights how

these offices play a crucial role in guiding students toward successful legal careers emphasizing resume building interview preparation and alumni networking The book uniquely addresses the interconnected development of career related skills and professional networks vital in today s competitive legal job market This career guide emphasizes that a proactive career services office significantly boosts a law student s job prospects For instance understanding how to tailor a resume can drastically increase a student s chances of securing an interview The book progresses logically beginning with the core functions of career services and then moves into dedicated sections on resume building interview techniques and networking strategies The book s approach blends academic rigor with practical application making it valuable for both scholars and practitioners It demonstrates how targeted support can lead to overall career success providing case studies and best practices Ultimately Career Services Operations serves as a comprehensive resource showcasing how law schools can better prepare students for the legal profession through effective career services initiatives

**Cover Letters & Resumes How to make to likes of hiring managers** Gyan Shankar,2023-04-13 This guide book offers a new approach and well marked path to the construction an effective cover letter and r sum and lists steps to take to ensure that your profile is reviewed by both hiring managers and decision makers Reading this compact volume is like getting inside the mind of a hiring manager About Cover Letter in addition to guiding how to construct a winning cover letter provides a number of sample cover letters for freshers to experienced persons for different jobs On resume it covers preparing to write your resume types of resumes how to construct format a winning PDF resume how to write skills in resume and don ts in resume It should be required reading for every job applicant The author presents the information in such a clear concise well organized way You will feel like an experienced friend is helping you through tricky territory in a very candid yet patient and kind way Writing an effective cover letter followed with a powerful resume is perhaps the most challenging part of a securing a job 83% of hiring managers surveyed said they would hire a candidate who sent a strong cover letter A bad cover letter might mean that your application is going directly to the paper shredder Your resume is your handshake your agent and your marketing department rolled into one and this vital document is an indispensable asset that will expedite your job search and make a prospective employer pick up the phone Whether you are applying for the first job or you ve been in the workforce for 20 years a powerful resume will set you apart from the competition and introduce your name with the air of professionalism employers crave Author is an ex Corporate HR Head presently a career consultant He holds the qualifications of MBA PGDBM MA PGD HRD PG Training Development His 15 books are live on google book

**Creating the Work You Love** Elaine Voci,2013-02 Unhappy in your current career Do you lack clarity vision or courage when you try to imagine yourself doing work that s soul satisfying Are you reluctant to learn new things in order to reinvent yourself This book is designed to help you find your right livelihood In today s marketplace we all need to adopt a mindset of the self employed individual and accept responsibility for being our own boss even when we work for someone else The old social contract has been broken and replaced with one that holds



independence making individual contributions and interdependence collaboration with others as its core elements This book provides answers facts inspirational essays and most importantly an opportunity for you to explore your heart s true desires Elaine Voci Ph D brings superb writing skills and a fascinating work history of 30 years in which she changed careers not just jobs more than six times including one that meant moving to Japan Elaine has successfully practiced in her own career what she is going to teach you about reinventing yourself In this book you will be helped to explore How to use your talents interests and values to mobilize your career The decision to go back to school or not and the value and the absolute need for continual skill building through learning The power of networking and the hidden job market How to express your authentic self on your resume Preparing for successful interviews actions you need to know and master     **InfoWorld** ,2001-05-14

InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects

## Decoding **Job Description For Customer Service For Resume**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its ability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Job Description For Customer Service For Resume**," a mesmerizing literary creation penned by a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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