**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**

SATTELITE 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**

**BOSTON UNIVERSITY** **Boston, MA**

Marketing Candidate, June 2009

* 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