**CUSTOMER SERVICE REPRESENTATIVE RESUME**

Henery Dom

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**SUMMARY**

Customer Service Representative with over 3 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. / Mt. Pleasant, SC / Customer Care Specialist / Aug 2020–Present**

* Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and canceling 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 the company average.
* Research complicated cases without prompting to provide more comprehensive service to customers.
* Suggested a new tactic to persuade canceling customers to stay with the company, resulting in a 5% decrease in cancellations.

**SCOTTRADE / Boston, MA / Customer Care Intern / Jun 2018 – Jul 2020**

* Memorized entire line of company products and 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.

**EDUCATION**

BOSTON UNIVERSITY

**Boston, MA / Bachelor of Arts in Marketing, 2018**

GPA: 3.93

**ADDITIONAL SKILLS**

* Zen desk
* Kayako
* Parcel Audit
* Microsoft Office 365 & Google Workspace