# **Customer Service (Combination)**

### **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 Kaiako
* **Bilingual** **–** Native English speaker and conversational in Spanish
* **Conflict Resolution –** Trained in Conflict Resolution at Notre Dame

### **Relevant Work Experience**

**Demark Software Company**

Customer Care Manager | Place | 2012 – Present

* Managed a team of 10 in-house and 5 outsourced customer service representatives, ensuring they delivered high quality customer care daily.
* 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 | Place | 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**

**University Name**

Bachelor of Science in Marketing, May 2009