# **Customer Service (Combination)**

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

**RELEVANT WORK EXPERIENCE**

**EDMARK SOFTWARE COMPANY**

Customer Care Manager | Topeka, KS | 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 | San Antonio, TX | 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**

Florida State University, Orlando, FL

Bachelor of Science in Marketing, May 2009