CUSTOMER SERVICE (COMBINATION)

141 Bricksaw Lane, Los Angeles, CA 42143 | (212) 258-1414 | laney.bronco@gmail.com

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 Kavako
- 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 on a daily basis
- · 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

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Harold W. Dickhut

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entrepreneurship in popular media Each clear and accessible chapter features discussion questions mini case studies further reading lists and color visual displays designed to enhance the learning experience and strengthen student engagement and 4 Pillars: Creating a Life on YOUR Terms Geoff Smith, 2022-05-21 What does it feel like to create a life on your terms Where your health relationships finances and mindset are all supercharged with positive momentum and intent The 4 Pillars offers a template on how to shape your life towards fulfilment in these areas where you learn to master your health take control of your relationships grow your finances and develop a clear and positive mindset The 4 Pillars is your roadmap to a better life **Job Hack** Carisa Montooth, 2014-07-23 Find out how to navigate the ins and outs of the job search in this easy to use guide You ll learn why it s important to match your career choices to your values and how to do it You ll figure out what level of education you need for the job that you want Want free online career resources They re in there too You ll get tips and templates for creating resumes and cover letters and a guide to the real meaning behind some of the most commonly asked interview questions as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get to the job you want The Job Tree: Winning Your Next Job Lee Smith, 2021-02-24 Winning a new job can be a challenge Jobs are changing worldwide Technological change globalization and economic disruptions like recessions all have an impact Workforces are becoming increasingly mobile with frequent job changes This book will help you develop the skills and documents for successful job hunting It provides expert advice resources and support It also helps you develop your resum social media bio and interview skills The book contains step by step guidance and tips on how to handle the complex field of job searching The Job Tree will help you win your next job Ten Steps to Succeeding at ANY College Tina Fletcher, Trina Fletcher, 2011-11-25 Tina Experience United States Senate Southern Education Foundation Office of the First Lady Michelle Obama Obama for America campaign Anacostia HS Trina B S Industrial Tech Experience Lockheed Martin Caterpillar Kellogg s Johnson Inspiring Woman for the WNBA Liberty GWU Service Excellence Award Graduating Engineer & Computer Careers, 2004 Adweek ,1994 Vols for 1981 include four special directory issues Photographer's Market Melissa Milar, William Brohaugh, 2002 Management Services ,1989 Editor & Publisher ,1984-10 New Scientist ,1991 America's 50 Fastest Growing Jobs J. Michael Farr, 1995 Based on the latest information from the U S Department of Labor this popular book contains detailed job descriptions for the 50 fastest growing occupations. The book also includes information about related occupations for each of the fastest growing jobs a job search section growth projections by industry and for the self employed and details on more than 500 jobs Ice and **Refrigeration** ,1897 The Solicitors' Journal, 1886 Perl CGI Programming Erik Strom, 1997 Experienced HTML authors Webmaster and Intranet programmers will find this book one of the fastest ways to learn CGI programming Topics include catalog search engine order forms database referencing and user feedback scripts Real world examples emphasize creating forms and user driven interactive Web sites Management Arthur G. Bedeian, 1993 Standard & Poor's

Creditweek ,2001 The Professional Resume & Job Search Guide Harold W. Dickhut,1981

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