

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 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 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

Resume Template Prices Customer Service

İsmail Günaydın



Resume Template Prices Customer Service:

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2025-04-30 Fully revised and updated with brand new material and cases on issues surrounding sustainability and AI in the context of customer services plus a brand new chapter on Customer service and sustainability Explains not only the theory behind the importance of customer service but how to put this theory into practice *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 The Bottom-of-Funnel SEO + LLM Cost Hacker's Guide İsmail Günaydın, 2025-07-26 Turn every click into revenue and slash AI content costs like a pro The Bottom of Funnel SEO LLM Cost Hacker s Guide is your tactical manual for mastering AI powered SEO and dominating conversion focused content Designed for marketers growth hackers and founders this book shows you how to capture ready to buy search traffic and scale content ops using the smartest Large Language Model LLM hacks In a digital world where everyone s focused on top of funnel fluff this guide goes deep right where money changes hands What you ll unlock Advanced bottom funnel SEO strategies that convert traffic into transactions How to structure and scale programmatic SEO with AI precision Real world playbooks for slashing LLM content costs while improving quality Prompt engineering secrets for ecommerce SaaS B2B and affiliate content AI powered workflows for briefs outlines CTAs and persuasive copywriting Conversion first optimization schema and internal linking architecture Built for the next wave of content led growth this book is part SEO crash course part AI cost optimizer and 100% no fluff Maximize output Minimize spend Monetize smarter Whether you re a content strategist a solo founder or an SEO consultant this is the competitive edge you ve been looking for **Computing Fundamentals** Faithe Wempen, 2014-11-26 The absolute beginner s guide to learning basic computer skills Computing Fundamentals Introduction to Computers gets you up to speed on basic computing skills showing you everything you need to know to conquer entry level computing courses Written by a Microsoft Office Master Instructor this useful guide walks you step by step through the most important concepts and skills you need to be proficient on the computer using nontechnical easy to understand language You ll start at the very beginning getting acquainted with the actual physical machine then progress through the most common software at your own pace You ll learn how to navigate Windows 8 1 how to access and get around on the Internet and how to stay connected with email Clear instruction guides you through Microsoft Office 2013 helping you create documents in Word spreadsheets in Excel and presentations in PowerPoint You ll even learn how to keep your information secure with special guidance on security and privacy Maybe you re preparing for a compulsory computing course brushing up for a new job or just curious about how a computer can make your life easier If you re an absolute beginner this is your complete guide to learning the essential skills you need Understand the basics of how your computer

works Learn your way around Windows 8 1 Create documents spreadsheets and presentations Send email surf the Web and keep your data secure With clear explanations and step by step instruction Computing Fundamentals Introduction to Computers will have you up and running in no time *Cruising World* ,1999-01 **Journal of General Management** ,1992 Winning Resumes Matthew Greene,1994 You want the job but how do you get your resume to stand out from the hundreds of others employers usually get Writing the old type of basic resume just doesn't cut it anymore It's too vague too bland and too lackluster It won't sell you Written by a personal expert this remarkably effective guide shows you how to turn your resume into a mini sales presentation that grabs immediate attention because it offers your best selling points Whether you are a recent college grad or a midlife career changer you'll learn how to get a jump on other job applicants with this strategy packed book that is complete with sample resumes tips on format style and words phrases and sentences that sell There's so much you can copy or adapt *Cost Accounting* Charles T. Horngren,2006 **Wiley GAAP ...** ,2008 **California Tax Reporter** ,2006 *Tax Management Transfer Pricing Report* ,1996 *American Aviation* ,1956 Issues for include Annual air transport progress issue Public Utilities Reports Henry Clifford Spurr,Elsworth Nichols,2000 *Tourism Marketing and Management Handbook* Stephen F. Witt,Luiz Moutinho,1994 This handbook provides a detailed guide to marketing and management in tourism in the 1990s This second edition features 100 contributions from international authorities on the subject new chapters reflecting the issues of increasing importance in tourism greater emphasis on management and internationally applicable topics and major revisions of all existing chapters The contents have been reorganized by subject area for convenience Designed to provide a user friendly reference the topics covered include cost benefit analysis hotel marketing international tourism trends financial analysis and planning quality management and pricing and promotional strategy This edition shows the application of marketing and management techniques within the tourism industry and is appropriate for use in tourism businesses of any size Canadian Human Resource Management Hermann Franz Schwind,1999 *Mergent Transportation Manual* ,2002 Information Communication Technologies and Globalization of Retailing Applications Rajagopal,2009-01-01 This book critically examines the synergy of technology use and conventional wisdom in retailing and explores contemporary changes determining higher customer value Provided by publisher Moody's Industrial Manual ,1997 Covering New York American regional stock exchanges international companies Timber Harvesting ,1994 Foundry Management & Technology ,1979

The Enthralling World of Kindle Books: A Detailed Guide Revealing the Pros of Kindle Books: A Realm of Ease and Flexibility

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