

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@gmail.com

Customer Service Representative with over 5 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. *Customer Care Specialist*

Mt. Pleasant, SC
September 2010 – Present

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

SCOTTRADE *Customer Service Intern*

Boston, MA
September 2009 – 2010

- Memorized entire line of company products & 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
- Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements
- Awarded "Fastest Learner" award during the first month of intern training

EDUCATION

BOSTON UNIVERSITY *Marketing Candidate, June 2009*

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

- Software: Zendesk, Kayako, and Parcel Audit
- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customer service
- 70WPM Typist

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Anthony S. Fauci



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Occupational Outlook Handbook, 2010 Describes 250 occupations which cover approximately 107 million jobs

Occupational Outlook Handbook United States. Bureau of Labor Statistics, 2014 Reflects the latest employment projections P 4 of cover

Small Business Vishal K. Gupta, 2021-07-14 Small Business Creating Value Through Entrepreneurship offers a balanced approach to the core concepts of starting managing and working in a small business An ideal textbook for undergraduate courses in small business management and entrepreneurship the book offers a student friendly pedagogical framework that blends foundational research on small business with the real world practice of business ownership Relevant examples are provided throughout the text bringing key concepts to life while providing a realistic view of what it takes to create a successful and sustainable small business Organized into five streamlined sections a small business overview paths to small business ownership financial and legal issues ways to grow a small business and discussion of the Entrepreneur s Dilemma the text offers a diverse range of relatable examples drawn from both actual businesses and from depictions of 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 comprehension

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

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

Kinn's Medical Assisting Fundamentals - E-Book Brigitte Niedzwiecki, 2021-10-21 Master the clinical and administrative competencies you need to succeed as a Medical Assistant Kinn s Medical Assisting Fundamentals 2nd Edition covers the administrative and clinical knowledge skills and procedures that are essential to patient care A reader friendly approach and focus on foundational content including medical terminology anatomy and physiology basic math calculations and soft skills provide a solid foundation for the key skills and procedures at the heart of Medical Assisting practice An applied learning approach organizes content around realistic case scenarios The 2nd edition adds coverage of intravenous procedures catheterization and limited scope radiography to address competencies approved in many states This practical text will prepare you to launch a successful Medical Assisting career Easy to

understand writing style is appropriate for all levels of learners in all types of Medical Assisting programs Emphasis on foundational content includes in depth coverage of anatomy and physiology medical terminology basic math calculations and job readiness to build a strong base of knowledge Illustrated step by step procedure boxes demonstrate how to perform and document key administrative and clinical skills Content supports Medical Assisting certification test plans to help you prepare for board examinations Real world scenario in each chapter presents a situation for you to follow as you read through the material helping you understand and apply key concepts as they are presented Learning features include key terms and definitions Being Professional boxes study tips critical thinking exercises and review and summary sections all focusing on developing the soft skills that employers seek when hiring Chapter learning tools include terms with definitions study tips critical thinking boxes and review and summary sections Medical Terminology boxes highlight chapter related medical terms to help you learn word parts pronunciation and definitions Evolve website includes skills videos chapter quizzes five practice certification exams and a portfolio builder NEW chapters on intravenous procedures and limited scope radiography provide coverage of expanded Medical Assisting functions approved in many states NEW Expanded content addresses behavioral health catheterization procedures disease states medical office organization expanding MA roles and more

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

New Scientist ,2001 International Developments Towards Improved Car-sharing Services Bodo Schwieger,2004 The main topic of this book is the introduction of a new mobility service One Way and Open End car sharing Dr Bodo Schwieger describes a process starting from the anticipation and measurement of customer s needs to the introduction of innovative services The described field test is second to none as it offers gasoline vehicles in a One Way rental scheme within an urban environment 25 Smart vehicles were based at 8 stations and available to 4 000 car sharing customers This service is being analyzed for efficiency and customer reactions In a second step other car sharing companies in Hamburg Germany Seattle Washington Kyoto and Tokyo Japan are analyzed for their approaches to improving their services combines technological competence marketing know how and customer analysis Car sharing has recently become a highly relevant topic with the fast expansion of the American providers and the market entry of Deutsche Bahn AG and Shell AG in Germany The method respects the large amount of interdependence with other services and also the multiplicity of different customer groups Thus it can be transferred to other transportation services and used as a beginner s guide to service analysis The book is based on the author s dissertation which was accepted at the Technical University of Berlin in 2003 It delivers on 150 pages densely accumulated information It is worth reading for anyone who is involved in introducing and developing new services either within transportation or in related branches

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Christine M. Lontz,2001 *Public Utilities Reports* Henry Clifford Spurr,Ellsworth Nichols,2000 **Adweek** ,1985-07
Proceedings of the Insurance Accounting and Systems Association Insurance Accounting and Systems Association,1984
The Career Guide Dun & Bradstreet,1995 **The Journal of Education** ,1938 **Engineering News-record** ,1971
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