

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 Update Customer Service

Matthew Lesko



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Data User News United States. Bureau of the Census,1982 **Data User News** ,1982 *A Handbook of Management and Leadership* Michael Armstrong,Tina Stephens,2005 Providing guidance on the processes of management and leadership this work presents particular reference to what managers and aspiring managers need to know about the skills of management and approaches to effective leadership *Backup Skills for a Tough Job Market* Davi Sal,2013-11-26 Use the strategies here to learn the shortcut to jobs for almost nothing and grow within companies These skills are obtainable and within reach they can create a second income or help you find your niche Most importantly when the inevitable job loss occurs they are the backup needed to stay floating until you get across One skill will not cut it in this shaky worldwide economy You can list your skills and languages as acronyms to help boost your creative mind Look within and find your own personal interests Knowing some of these important skills gives you leverage a key to being more marketable and operating easily within multiple fields Author Davi Sals path was full of temptation as a result of acquiring these additional skills You become a versatile and competitive person creating mobility and more choices for yourself in life Get ready to discover ton of information about other hidden or rare positions in companies that pay very good salary without the requirements of high education Best of all they are your backup plan to help stay in demand during tough time and bad economy Whether or not you have a degree there is still hope to find a shortcut to jobs **Lesko's Info-power** Matthew Lesko,1990 **Managing Ambiguity and Change** Louis R. Pondy,Richard J. Boland,Howard Thomas,1988-11-28 Academics from a number of disciplines and several practicing executives discuss how managers can make effective strategic decisions amidst the uncertainties and ambiguity of major transitions be they technological financial regulatory or economic Contributors draw lessons from the experiences of actual companies and they offer maps and models for guiding effective action Empirical studies reveal some proven practices for innovation in the face of adversity and a study in contrasts shows how one company successfully reframed policy in response to a drastic environmental change and how another succeeded by holding to a constant strategic plan in a changing environment **Editor & Publisher** ,1984-10 **The Coffee public-house news** ,1885 **Adweek** ,1997 Vols for 1981 include four special directory issues The American Architect and Building News ,1888 **The Woman's Gazette; Or, News about Work** ,1878 **PC Magazine** ,2005 *Velo News* ,2004 **Press Summary - Illinois Information Service** Illinois Information Service,1995 The Chicago Legal News ,1891 Railway News, Finance and Joint-stock Companies' Journal ,1880 *California HIV/AIDS update. v. 5-6, 1992-93* ,1990 **The Australian & New Zealand Grapegrower & Winemaker** ,2003 *Youth Law News* ,1989 Floor Covering Weekly ,1999

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