

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 Vs Customer Service

Joel A. Nichols



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Autism and Learning Differences Michael McManmon, 2015-11-21 A comprehensive curriculum for independent living with ASDs or LDs providing everything teachers clinicians and other professionals working with young people with an ASD or LD diagnosis need It includes tried and tested teaching and learning strategies ideas and photocopiable resources to achieve measurable outcomes

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Remote Work Playbook Cole N. Harrington, 2025-11-04 Break free from the 9 to 5 grind and start building a location independent life that pays the bills and fuels your purpose Whether you're burned out bored or simply tired of trading time for money the digital economy is calling Remote Work Playbook is your clear no fluff guide to designing portable income streams and reclaiming control of your time energy and freedom Bestselling author and digital entrepreneur Cole N Harrington has helped thousands escape the traditional job trap and this book shows you how Inside you'll learn how to Identify your digital skillset even if you think you're not techy Choose the best remote work path for your personality and strengths Launch in 30 days or less with freelance contract or side hustle income Land real gigs on trusted platforms without getting scammed Build sustainable systems for long term remote income and avoid burnout Master the tools tech and habits for focus flow and freedom Travel the world or stay home in your PJs while earning online Avoid isolation and stay mentally strong in the remote work lifestyle You'll also discover High earning portable hustles like coaching digital products and content creation Low tech job options like virtual assistant work ESL teaching and customer support Income stacking strategies that turn unstable gigs into steady income A full 30 day launch checklist to help you go remote fast with confidence This isn't just a book it's your blueprint for freedom Whether you're a total beginner or ready to scale your current hustle Remote Work Playbook will show you exactly how to earn from anywhere No gatekeepers

No fluff Just action **iPads® in the Library** Joel A. Nichols,2013-06-13 Looking for a programming guide for computer tablet use in the library setting This book provides detailed plans and instructions with specific literacy goals for child teen and adult audiences exactly what librarians seeking to integrate iPad and other tablet use into their programs need Tablet computers are fast becoming a ubiquitous technology These devices also represent a unique opportunity for librarians and teachers because they are relatively affordable easy to configure and maintain and highly adaptable Written by a practicing digital literacy instruction librarian who is also a trained children s librarian this book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs Job Hack Carisa Montooth,2014-07-25 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 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 question as well as salary negotiation basics all in this concise easy to use guide Get all the shortcuts you need to get 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 **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 **Lesko's Info-power** Matthew Lesko,1990 Proposal Writing William S. Pfeiffer,Charles Harold Keller,2000 This book provides readers with an overview of proposal writing today along with the issues that influence the resources and methods used to develop them A focus on the real world of business presents further insight and guidance in acquiring the basic skills and some advanced in creating any type of proposal Chapter topics include marketing strategy writing graphics sales letters and the executive summary formal and informal documents reviews and editing For the skilled professionals already in this field affecting the bottom line profit of their companies seeking additional training or a valuable reference for producing persuasive and winning proposals *New Scientist* ,2001 Photographer's Market Melissa Milar,William Brohaugh,2002

Maximizing ASP.NET Jeffrey Putz,2005 This book helps the novice ASP NET developer become a well rounded master by explaining ASP NET s underlying concepts and architecture A Cost-effectiveness Methodology for Community Mental Health Centers Daniel B. Fishman,1981 **The British Architect** ,1890 Euromath Bulletin ,1994 **New York Court of Appeals. Records and Briefs.** New York (State)., Exceptional Child Education Resources ,1987 **Dynamics of Job-seeking Behavior** Nancy Duncan Stevens,1986 *CQ Weekly Report* ,1990 **How to Write a Successful Advertising Plan** James Walter Taylor,1989

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