

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

Xiaolong Qi



Resume Template Vs Customer Service:

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 *The Complete CompTIA A+ Study Guide* Data Nexus, Embark on your journey into the dynamic world of IT with the definitive guide designed for the modern professional The Complete CompTIA A Study Guide is your all in one manual for mastering the latest CompTIA A 220 1201 and 220 1202 certification exams This isn't just another certification book it's a comprehensive career blueprint built to address the complete paradigm shift in the IT industry The days of simply fixing printers and resetting passwords are over Today's IT professionals are navigating artificial intelligence implementing Zero Trust security architectures and supporting a hybrid cloud first workforce This guide prepares you for that reality Inside you will find Forward Looking Content Master the latest exam objectives including AI fundamentals and advanced networking concepts that are shaping the future of tech Hands On Learning Put theory into practice with detailed hands on labs and reinforce your knowledge with hundreds of practice questions and performance based scenarios Proven Career Strategies Go beyond the exam with expert guidance on building a home lab optimizing your resume and leveraging your certification to launch a successful career The CompTIA A certification is your launching pad into a high demand field This book is the first step on that journey providing the foundational knowledge and practical skills you need to not only pass the exam but to thrive in the modern IT landscape *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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valerio olgiati visiting center at swiss national park zernex - Aug 09 2022

web swiss architect valerio olgiati has just shared with us a series of images that show the unrelentingly precise forms of the visiting center at swiss national park insulated white in situ

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feature valerio olgiati a u architecture and urbanism magazine - Jan 14 2023

web this october issue of a u is our second monograph dedicated to swiss architect valerio olgiati back in our a u 12 12 issue olgiati shared with us in an interview with markus breitschmid about his theory on making a building that is not arbitrary and is also not determined by an ideal

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web valerio olgiati has 10 projects published in our site focused on residential architecture cultural architecture offices their headquarters are based in switzerland data based on built

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web mar 4 2013 pure architecture and newness as referenced in neustein s article olgiati s stated aim is to create architecture that is not symbolic and not historical but purely architectural the question of whether architecture is capable of negating or transcending any symbolic and historical interpretation is central

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web jul 17 2023 while actively involved in humanitarian work a lot of her free time is spent in reading thinking about life and writing about her revelations architect valerio olgiati is a multiple award winning swiss architect who has

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web dec 10 2021 the red brown concrete structure by valerio olgiati incorporates house shaped columns that carry horizontal slabs and form earthy stone shelves in the center of the building four massive pillars

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web valerio olgiati born 1958 is a swiss architect he initially studied architecture at eth zurich a public research university in zurich switzerland after which he lived in switzerland followed by los angeles in the united states

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web feb 28 2013 the elder olgiati was a revered figure whose work merged modernist principles with vernacular swiss architecture olgiati junior describes growing up in his father s shadow confronted by the 500 year old objects his father collected and stashed in

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web bsc1 valerio olgiati resp architecture is the creation of human space in learning architecture one does not merely learn how to read and respond to one s context but how to exercise a discipline in its own right it is commonly believed that architecture expresses a zeitgeist and materializes a cultural form of life

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web valerio olgiati studied architecture at eth zurich following his studies he lived and worked first in switzerland and later in los angeles in 1996 he opened his own practice in zurich and then in 2008 together with his wife tamara in flims

valerio olgiati tlmagazine - Mar 04 2022

web aug 19 2016 of a project s life working from his office in flims a small town in the swiss canton of graubünden valerio olgiati has created an impressive portfolio of works including the paspels school das gelbe haus atelier bardill and the national park centre at the swiss national park among others

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