

CUSTOMER SERVICE REPRESENTATIVE

by Resume Genius

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📍 1938 W Augusta Blvd, Chicago, IL 60622

professional profile

Customer Service Representative with over 4 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software and conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

education

May 2019
BACHELOR OF ARTS IN MARKETING
Boston University
Boston, MA
GPA: 3.93

professional experience

Aug 2021 – Present

CUSTOMER CARE SPECIALIST | Satellite TV Co., Chicago, IL

- 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 the company average
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

Jun 2019 – Jul 2021

CUSTOMER SERVICE INTERN | Scottrade, Boston, MA

- Memorized entire line of company products and 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, even during moments of customer dissatisfaction

Jan 2019 – May 2019

MARKETING THESIS | Boston University, Boston, MA

- Ideated and wrote 117-page thesis titled "Customer Support Preferences for Different Age Demographics: Why Phone Calls Aren't Going Anywhere"
- Surveyed 10,000+ Americans with Google Surveys & Amazon Mechanical Turk

additional skills

- Zendesk / Kayako / Parcel Audit
- Microsoft Office 365 & Google Workspace
- Bilingual (native-level English & Spanish)
- 105 WPM typist

Resume Template Usa Customer Service

A Gutmann



Resume Template Usa Customer Service:

The Enigmatic Realm of **Resume Template Usa Customer Service**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing in short supply of extraordinary. Within the captivating pages of **Resume Template Usa Customer Service** a literary masterpiece penned by a renowned author, readers attempt a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book's core themes, assess its distinct writing style, and delve into its lasting effect on the hearts and minds of those who partake in its reading experience.

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web a humorous way of referring to the atlantic ocean when it is thought of as separating the uk or europe and the us it s

good to get a view from the other side of the pond fewer

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web the pond promises to provided both amateurs as well as the experienced a positive fishing experience and enjoy good quality time with their family through fishing outing at the pond please note that fishing is only permitted in designated areas at the aforementioned parks and we seek your cooperation in ensuring that fishing is carried out in a responsible

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hawaii wildlife refuge pond mysteriously turns bubble gum pink - Jan 16 2021

web nov 10 2023 the pond has been through periods of drought and high salinity before though and wolfe isn t sure why the color has changed now curious visitors have flocked to the park after photos and video

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web nov 5 2016 pond noun a body of water usually smaller than a lake

president halimah launches enhanced swan pond at istana - Mar 10 2023

web apr 5 2023 their wish was granted on wednesday when a group of 30 bmss students and alumni were invited to visit the istana grounds for the launch of the newly enhanced swan pond the largest pond there

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tourists are flocking to strange bubblegum pink pond in hawaii - Jul 22 2021

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web oct 31 2022 introduction pond ecology is best described as the interaction of the life in your pond with the environment that exists there a shallow nutrient rich pond exposed to sunlight with little water flowing through it will be teeming with algae and aquatic plants it may have very little animal life present because of low oxygen levels

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web 1990s the pond is a forerunner of the abc waters programme having undergone transformation in its early years from a bare stormwater collection pond to an attractive wooded lake it was one of the projects identified then to undergo

landscaping enhancements to complement adjacent residential developments and encourage

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pond in hawaii turned pink raising a red flag for the - May 20 2021

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web the pond is a serbian folk horror film directed and co written by petar pasic in his full length feature directorial debut it stars marco canadea as an unnamed protagonist and leslie kunz as his lover can a grieving professor puzzle out the nature of reality between his unpredictable naps

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web an ecosystem is a community of living organisms together with the non living components of their environment such as air quality amount of light water and mineral soil interacting as a system the ecosystem at wellington primary can be primarily divided into the pond and garden ecosystem pond ecosystem wellington a pond a large earth depression

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web hence jtc is test bedding a nature based solution on the island that works to enhance flood resilience against future projections of more intense and frequent storms due to climate change known as the jurong island pond this solution covers an area of about 8 9 hectares equivalent to 17 football fields and is designed to make use of

garden pond singapore science park - May 12 2023

web garden pond a landscape designed for calm and tranquility to offer respite from the workday spot a variety of wild animals like monitor lizards otters and many fascinating birds in the park address pavilion between the alpha teletech park 21 science park road singapore 117628 for enquiries email ssp capitaland com

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web an anthropology professor who thinks he s on the brink of an apocalyptic discovery becomes submerged in madness and loses his university post but his hallucinations reveal that someone or

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