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| CUSTOMER SERVICE REPRESENTATIVE |
|  | By Resume Genius |  |
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|  |
| (212) 256-1414 aparna.khatri@gmail.com |
| 1938 W Augusta Blvd, Chicago, IL 60622 aparnakhatridesign.com |
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| **professional profile** |  |  |  | **education** |  |
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| Customer Service Representative with over 3 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. |  |  | May 2018**BACHELOR OF ARTS IN MARKETING**Boston University*Boston, MA*GPA: 3.93 |
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| **professional experience** |  |
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| Aug 2020 – Present |  |  | **CUSTOMER CARE SPECIALIST** | Satellite TV Co., Mt. Pleasant, SC |
|  |  |  | * 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
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| Jun 2018 – Jul 2020 |  |  | **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
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| Jan 2018 - May 2018 |  |  | **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
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| **additional skills** |  |
|  |
| * Zendesk / Kayako / Parcel Audit
 | * Bilingual (native-level English & Spanish)
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| * Microsoft Office 365 & Google Workspace
 | * 105 WPM Typist
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| **Logo  Description automatically generated****Dear Job Seeker,**The “Windsor” resume template uses color to highlight your name, job title, and the various [sections of your resume](https://resumegenius.com/blog/resume-help/resume-sections).A regal template that carries both a sense of formality and hints of playfulness, use the Windsor resume template if you’re applying to a company that’s clearly successful but doesn’t take itself too seriously (startups are a good bet).Still struggling to write your resume? Here are some free resources to help you put together a resume that shows employers you’re the right person for the job:·     [Free Resume Builder](https://resumegenius.com/?utm_source=Word_Doc&utm_medium=Resume_Builder_Link&utm_campaign=RG_Downloads)·     [How to Write a Resume](https://resumegenius.com/blog/resume-help/how-to-write-a-resume)·     [Resume Samples by Industry](https://resumegenius.com/resume-samples?utm_source=Word_Doc&utm_medium=Resume_Samples_Link&utm_campaign=RG_Downloads)Once you have a great resume, pair it with a convincing cover letter using our matching [2022 cover letter template](https://resumegenius.com/cover-letter-templates/modern-templates#2021). Here are a few resources to help you write a cover letter that gives your application the boost it needs to land you an interview:·     [Cover Letter Builder](https://resumegenius.com/cover-letter-builder?utm_source=Word_Doc&utm_medium=Cover_Letter_Builder_Link&utm_campaign=RG_Downloads)·     [How to Write a Cover Letter](https://resumegenius.com/cover-letters-the-how-to-guide?utm_source=Word_Doc&utm_medium=Cover_Letter_Guide_Link&utm_campaign=RG_Downloads)·     [Cover Letter Examples by Industry](https://resumegenius.com/cover-letter-examples?utm_source=Word_Doc&utm_medium=Cover_Letter_Examples_Link&utm_campaign=RG_Downloads)Best regards, Shape  Description automatically generated with medium confidence**IMPORTANT:** To delete the second page, right-click on the page and click “Delete Rows” |