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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 | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **professional profile** | | | |  | | | | |  |  | **education** |  | |
|  | | | | | | | | |  |  |  | | |
| 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 | | |
|  | | | | | | | | | | | | | |
| **professional experience** | | | | | | |  | | | | | | |
|  | | | | | | | | | | | | | |
| 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 | | | | | | | |
| 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 | | | | | | | |
| 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 | | | | | | | |
|  | | | | | | | | | | | | | |
| **additional skills** | |  | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| * Zendesk / Kayako / Parcel Audit | | | | | | | | * Bilingual (native-level English & Spanish) | | | | | |
| * Microsoft Office 365 & Google Workspace | | | | | | | | * 105 WPM Typist | | | | | |
| **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” | | | | | | | | | | | | | |