



# CUSTOMER SERVICE REPRESENTATIVE

By Resume Genius

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## professional profile

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.

## education

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)

## Dear Job Seeker,

The "Windsor" resume template uses color to highlight your name, job title, and the various [sections of your resume](#).

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](#)
- [How to Write a Resume](#)
- [Resume Samples by Industry](#)

Once you have a great resume, pair it with a convincing cover letter using our matching [2022 cover letter template](#). 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](#)
- [How to Write a Cover Letter](#)
- [Cover Letter Examples by Industry](#)

Best regards,

*The Resume Genius Team*