

CUSTOMER SERVICE RESUME

2498 Rocky Ridge Dr. Roseville, CA 95661

(916)-223-3255

sallyjones@gmail.com

Customer service representative with over six years' experience in telephone and face-to-face customer service. Experience with sales, troubleshooting, tech support, and customer care. Knowledgeable with major customer service software, handling customer complaints, and maintaining a positive and friendly disposition. Hoping to use my wealth of experience to attain employment in a customer service role.

PROFESSIONAL EXPERIENCE

PROGRESSIVE INSURANCE

Roseville, CA

Customer Service Specialist

October 2013 – Present

- Answer and direct 40+ calls daily, with goals including selling plans, managing customer accounts, responding to service queries, and cancelling accounts
- Trained 5 employees in using Kayako (customer service software), as well as in basic duties and how to conduct calls
- Received a 90% average customer satisfaction rating (to date), winning "Employee of the Month" in July of 2015
- Able to research and manage highly complicated accounts to provide comprehensive service to customers and assist upper management
- Closed sales at almost 60% rating, 10% higher than company average

BARNES AND NOBLE BOOKSTORE

Roseville, CA

Information and Customer Service Specialist

September 2009 – September 2013

- Memorized store organization system, as well as special products and discounts, and directed customers to desired products
- Conducted returns and informed customers of return policy
- Fielded customer complaints and issues, with +90% of issues resolved to customer satisfaction
- Maintained friendly and positive attitude at all times, even with unhappy and unruly customers
- Mastered in-house customer service and sales computers, powered by Zendesk
- Awarded "Employee of the Month" in January 2011

EDUCATION

CALIFORNIA STATE UNIVERSITY AT SACRAMENTO

Sacramento, CA

Bachelor of Science in Business Administration, June 2009

- GPA 3.4/4.0
- Future Business Leaders of America Scholarship Recipient

ADDITIONAL SKILLS

- Excellent communication skills with a focus on customer service
- 65 WPM Typist
- Software: Zendesk, and Kayako
- Experience with Microsoft Office – Word & Excel

Professional Summary For Customer Service Representative Resume

Martin Yate



Professional Summary For Customer Service Representative Resume:

Real-Resumes for Customer Service Jobs Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers How to Write a Resume and Get a Job Luis Cortes, 2007-05-14 How To Write A R sum And Get A Job Finding a job can be nerve racking It s hard to know even where to begin Where are jobs listed What skills do you need How can you make your r sum stand out A job hunt involves many unspoken rules that can t be broken and it s easy to unknowingly hurt your chances In How to Write a R sum and Get a Job the Reverend Luis Cort s Jr supplies you with the necessary information for securing a promising job He will lead you through every step from searching and applying to negotiating for a better salary asking for benefits and enjoying your success A job isn t everything but it is your key to a better future Following Cort s s guidance ensures that your search will be a successful one STEP-BY-STEP RESUMES For All Human Resources Entry-Level to Executive Positions Evelyn U Salvador, NCRW, JCTC, 2020-05-15 Book Delisted

Step-by-Step Resumes For All Construction Trades Laborer and Contractor Positions Evelyn U. Salvador, 2020-05-15 Book Delisted **Resumes For Dummies** Laura DeCarlo, Joyce Lain Kennedy, 2015-08-03 Expert guidance on writing a winning resume that will set you head and shoulders above the crowd to land that elusive interview and get the job of your dreams **Before and After Resumes with CD** Tracy Burns-Martin, 2012-02-18 Book addresses various problems such as short or temporary work history frequent job changing no clear career path former small business owner etc Every Woman's Essential Job Hunting & Resume Book Laura Morin, 1994 Bestselling career book author Morin provides dozens of proven resumes and cover letters the latest strategies for women in today s tough job market the 25 hottest careers for women today and other advice for succeeding in today s workplace *Knock 'em Dead Resumes* Martin Yate, 2016-11-04 A killer resume gets more job interviews **How to Write & Design a Professional Résumé to Get the Job** Dale Mayer, 2008 This book CD ROM guide arms job seekers with advice on writing and formatting different types of resumes and surviving the interview process It tells how to construct a resume in difficult situations such as a recent layoff spotty work history or criminal record and offers tips on specialty resumes for IT professionals self employed job seekers students executives and military personnel Worksheets case histories examples and a glossary are included The companion CD ROM contains about 30 real life resumes in Microsoft Word format so that readers can edit them to fit their needs

CONGRATULATIONS! YOU'RE HIRED Mrs.K.Anu Indravathi, For interview etiquette remember to arrive on time dress

professionally maintain good posture make eye contact and offer a firm handshake Be attentive listen actively and answer questions concisely Express gratitude at the end and follow up with a thank you email Avoid distractions like phones and be mindful of body language Overall showcase professionalism and enthusiasm throughout the interview

The Complete Idiot's Guide to the Perfect Resume Susan Ireland, 2006 An updated and revised edition of one of Alpha Books top career guides helps readers put together an attention grabbing resume that will help land them their dream jobs The book includes dozens of sample resume styles an action plan for a successful job search and professional advice on creating cover letters finessing the toughest interview and writing thank you and follow up letters More concise step by step information for creating a resume for a variety of commonly faced situations including career change employment gaps age discrimination and layoffs An increased emphasis on the combination resume the chronological format with skill headings within each job title section which has become one of the most widely accepted formats by employers Arms job seekers with a clear understanding of the principles of creating a great resume allowing them to adapt and apply those principles to their own personal situation no matter how difficult that situation may be

Business [REDACTED], 2003 Resume Essentials Neil O'Donnell, 2025-04-07 Resumes remain a critical tool for job seekers hoping to get noticed by hiring managers and with the Applicant Tracking Systems used by businesses to scan submitted resumes for the best candidates amongst hundreds of CV s developing a standout resume is more important than ever With professional resume writers charging upwards of 100 dollars job seekers often look to friends colleagues and the internet for resume help but these resources often lack knowledge that certified resume writers possess to help job seekers stand out from a crowd of applicants Neil O'Donnell's RESUME ESSENTIALS provides guidance from a certified career coach and professional resume writer to help you perfect your CV and increase your chances of success in your next job application

Work at Home with a Real Online Job AnnaMaria Bliven, 2016-03-02 Find the Job You Want Today Are you a work at home mom or dad retiree or disabled person hoping to earn a little extra to make ends meet Are you seeking a legitimate rewarding online job you can do from home Do you dream of being in charge of your own schedule income advancement destiny If you said yes to any of these questions this book is for you In Work at Home with a Real Job Online you can find just the right job schedule income and future with the help of a leading expert in the field of online job success and prosperity AnnaMaria Bliven Known as the Prosperity Princess by thousands of people she has helped Bliven has poured her latest and greatest practical proven effective insights into this one information packed no filler easy to use volume In these pages you ll find Hundreds of real jobs with quality companies at your fingertips Pro tips and advice on how to find these jobs get hired keep the job you find and advance in it Opportunities for people of all ages and stages teenagers college students work at home moms and dads military veterans retirees the disabled those with background credit issues and more Positions to match just about any interest passion potential or skill set game tester customer service agent educator data entry specialist nurse medical coding specialist transcriptionist

translator interpreter artist writer computer technologist and many more Get your copy of Work at Home with a Real Job Online today start working tomorrow **Bounce Back Like A Champion** William Barnson, 2010-06-17 PRAISE FOR THIS DYNAMIC BOOK BRAVO A SUREFIRE AID you are at the crossroads windows of opportunity are brief William Barnson has written a comprehensive timely user friendly vehicle to help us meet the challenges and ride the bumps in a very turbulent time I recommend this valuable guide to anyone seeking an edge in obtaining new employment or preparing for a career change Milton C Clegg DDS MA Rear Admiral U S Navy ret Former Chief U S Navy Dental Corps If you re interested in landing a job the first thing you should read is Bounce Back Like A Champion It is literally everything you need to know in order to increase your chances for success from finding the job openings right for you to exactly how your resume should be crafted When he says step by step he s not kidding Sharlene Wells Hawkes President CEO Remember My Service Former ESPN Reporter and Miss America 1985 A simple yet effective presentation in securing a job in today s challenging economy The step by step approach with practical examples addresses all of the key components required for successful job search Bounce Back Like a Champion will be an asset for any reader Donna Broad head Human Resources Department Mission Foods Corporation WOW This is a perfect read for all No matter if you are changing careers just out of school college or high school or if you are getting back into the workforce after time off this book will take you through each vital step from planning searching effective resumes and closing the deal This is a definite must read guideline on the path to success

InfoWorld , 1990-06-04 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Gallery of Best Resumes for Two-year Degree Graduates** David Franklin Noble, 1996 An outstanding guide for two year degree graduates this book contains more than 200 sample resumes written by professional resume writers which show readers how to present their special training in an effective and professional manner **Computerworld** , 1997-06-30 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network **Data Science Jobs** Ann Rajaram, Want a high paying career in the exciting field of DataScience This is the ONLY book that will help you land a lucrative Analytics job in 90 days or less This book is the perfect guide for you if you fall into any of these categories You recently completed a masters degree or online course or bootcamp and want to get hired quickly as a Data Scientist Data Analyst Data Engineer Machine learning engineer or BI developer Looking to start a career in data science but unsure where to start You are an experienced tech professional but looking to pivot into analytics to boost your salary potential Tired of applying to dozens of jobs without getting a positive response and or final job offer F1 visa STEM OPT CPT students will also find this book helpful to land a job in this lucrative field The book will teach you proven successful strategies on Winning Profiles Turbocharge your resume and LinkedIn profile and start

receiving interview calls from hiring managers Let JOBS CHASE YOU instead of the other way around LinkedIn A dedicated chapter on LinkedIn that teaches you some creative and SECRET ways to leverage the site and identify high paying jobs with low competition Niche sites A full list of niche job boards that other candidates have overlooked These sites have high jobs but lesser competition than the popular job search sites Upwork Contrary to popular opinion Upwork can help you make in data science jobs Learn proven techniques to help you bag contracts and start earning as quickly as next week 100 interview questions asked in real life data scientist interviews Other learner resources and much more Author is a practicing analytics professional who has worked in Fortune500 Firms like NASDAQ BlackRock etc Unlike most job search books that are written by recruiters or professors this book is written by a senior professional who rose quickly from analyst to managerial roles She has attended interviews of her own and knows clearly the frustrations and at times hopelessness of the job search process The systems in this book have successfully helped dozens of job seekers and will work effectively for you too Read on to launch your dream career Note this book is deliberately kept short and precise so you can quickly read through and start applying these principles instead of sifting through 500 pages of fluff This book includes Data Science interview questions and answers Help preparing for Machine Learning Interviews Top 25 Interview Questions for Data Analyst Scientist roles An in depth overview of Data Science Interview Process How to ace your interview even if you are an Entry level Data Analyst Data Scientist Data Science Interview questions for freshers How and Where to look for jobs and much more

JOB SEARCH PRO SHIKHAR SINGH (THE ZENITH), Are you a motivated and organized individual with a passion for helping others find their dream careers Are you well versed in the art of job hunting and have a knack for networking and building relationships If so we have the perfect opportunity for you as a Job Search Pro As a Job Search Pro your primary responsibility will be to assist job seekers in navigating the complex and often overwhelming process of finding employment You will provide guidance support and resources to help individuals secure their ideal jobs while ensuring their confidence and readiness for the workforce

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web sep 29 2020 problem of misfiring at lower rpm and hesitation above 5k rpm has been confirmed by swapping out the ecu with another from a 1987 911 repairing my ecu has proved difficult with no faults found on test rig and finding a replacement so far impossible sensors and dme relay renewed are circuit diagrams available for these ecus

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web bosch monopoint motronic is the trade name given to a range of digital engine control units developed by robert bosch gmbh commonly known as bosch which combined control of fuel injection and ignition in a single unit

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web aug 9 2022 diagram s16 mi16 gti6 vts turbo posted march 19 2014 edited thought i would add a few of the most common ecu pinouts and wiring diagrams as i've managed to get a pdf writer working as well as a copy of autodata

unfortunately due to the file limits it s one per post so lets start with the 306 s16 bosch motronic mp3 2

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web oct 27 2012 to access it open your glove box and undo the two screws holding the plastic cover that is at the ceiling of the glove box compartment under there you will find the ecu and the connector interesting fact the 153 motronic 1 1 ecu is directly swappable without any modification or otherwise with all motronic 1 3 ecu s

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web bosch motronic m5 2 1 system overview this is quite a sophisticated petrol engine management system which is manufactured by bosch this ecu was one of the first flash memory based ecu s with a huge memory the entire code that controls it s operationally and functionality including its self diagnostic capability

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web overview motronic 1 0 has some key differences to its far more popular motronic 1 3 variant for instance motronic 1 0 doesn t have an o2 sensor lambda control motronic 1 0 uses a 2 row 35 pin connector on the ecu instead of the three row 55 pin one motronic 1 0 has an additional idle air bypass screw on the throttle body

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web the image below depicts the pin locations as if viewing the connector on the ecu the image below depicts the 3b ecu pinout when viewing the cable assembly the following table defines the functionality of each of the 55 pins on the 3b motronic ecu

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web by a microcontroller the ecu and its com ponents are referred to as hardware the motronic ecu contains all of the algorithms for open and closed loop control needed to govern the engine management processes ig nition induction and mixture formation etc operating conditions the ecu operates in an extremely harsh and demanding

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