

Ricky Stokes

Address:

Phone:

Email:

Summary

Customer Service Representative with over 5 years of experience in a call center setting, including sales, tech support, and customer care. Familiar with major customer care software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

Skill Highlights

- Friendly
- Excel & Word
- Communication
- Customer Satisfaction
- Service & Support

Education

BOSTON UNIVERSITY, Boston, MA, Marketing Candidate, June 2009

GPA 3.6/4.0

Dean's Scholarship Recipient

Languages

Spanish – C2

Chinese – A1

Experience

SATTELITE TV CO., Mt. Pleasant, SC

Customer Care Specialist, September 2010 – Present

Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and canceling 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 company average. Research complicated cases without prompting to provide more comprehensive service to customers. Suggested a new tactic to persuade canceling customers to stay with the company, resulting in a 5% decrease in cancellations.

SCOTTRADE, Boston, MA

Customer Care

Intern, September 2009 – 2010

Memorized entire line of company products & 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 at all times, even during moments of intense customer displeasure. Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements. Awarded "Fastest Learner" award during the first month of intern training.
