

Ann Marie Customer Service

Confidential

April 2018-Present

Customer Service Representative

- Creates and sends arrival notices to customers.
- Tracks and traces shipments daily and update customers with shipment status.
- Arranges pickup and delivery of shipment.
- Works with customers and warehouses to resolve issues with shipments.
- Other duties such as invoicing/billing and closing out shipments as needed.

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October 2014-April 2018

Customer Service Support Representative

- Created and/or updated patient files.
- Obtained and entered all missing demographic information and basic insurance information in the patient file accurately and timely.
- Contacted patient and accounts to obtain missing information.
- Processed all enrollment emails.
- Added information to the system and forward to appropriate departments for processing as needed.
- Solved all customer service deficiencies and recalls.

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February 2011-June 2014

Business Processing Associate III

- Responsible for data entry of life and accident insurance policy applications into the system.
- Handled the post-underwriting processes for term life insurance applications that are in line for issue and policy print.

Call Center Associate III

- Answered inquiries and handled requests from life insurance clients.
- Created appropriate work orders for received calls such as address changes, loan requests, dividend withdrawals, premium audits, etc.

Brianna Customer Service

Work Experience:

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November 2017- September 2019

CUSTOMER SERVICE REPRESENTATIVE

- Handle inbound calls from employees regarding workplace benefits
- Describe benefit options and costs associated with the selection
- Make selections on behalf of the employee
- Reset passwords and provide balance information on employee FSA accounts

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November 2017- September 2019

ASSISTANT TEACHER

- Created lesson plans with head teachers
- Implemented classroom procedures and behavioral management program
- Established positive relationships with parents and students
- Monitored the safety of 5-10 children between ages of 6 weeks and 3 years old
- Substitute for the lead teacher as needed

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April 2014- February 2018

CUSTOMER SERVICE ASSOCIATE

- Scheduled appointments for customers and contractors
- Educated customers on different products for their projects
- Provided outstanding customer service
- Stocked shelves according to lot numbers and planogram
- Worked with loss prevention to help maintain a safe shopping experience

Education:

John Hersey High School, Arlington Heights IL
HIGH SCHOOL DIPLOMA

Graduated 2013

Caneshia Customer Service

Objective To secure a challenging position that will utilize my wise array of customer service experience

Work Experience

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January 2012-July 2020

Customer Service Representative

- Communicates effectively with customers in a professional manner
- Interacts with small and medium business customers via telephone or email to assist with billing issues
- Navigates through a variety of software applications to manage customer account information
- Corrects errors and discrepancies on customers' billing statements as necessary
- Explains billing cycles, processes, and prorates effectively to ensure that customers understand their statements
- Identifies opportunities for process improvements & provide feedback and possible solutions to leadership

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April 2011-September 2011

Inquiry Response Coordinator

- Handled calls from diverse customer base to qualify and process to right department within a dynamic call environment
- Handled approximately 250-400 inbound calls on a daily basis in a busy fast paced school enrollment Call Center
- Exceeded and met all matrixes as set by department goals
- Implemented new customer protocols to minimize drop calls and maximize call potential hence increase school enrollment

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February 2010-November 2010

Customer Service Representative

- Handled inbound inquiries for Illinois Toll system in a high-volume call center
- Proactively resolved customer issues and escalate and communicate customer issues to appropriate personnel/departments

Education

High school diploma Triton College - River Grove, IL

Skills

- Customer Service

- Ability to Multi-Task Ability to work efficiently in a fast-paced call center
- Computer Savvy Great Attention to detail
- Punctual and responsible worker
- Strong communication and interpersonal skills
- Front-Office Operations
- Professional Demeanor
- Outstanding Ability to interface with Clients
- Phone Etiquette
- Computer Skills



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Christopher Customer Service

Results-oriented, driven, hands-on professional, with a successful record of accomplishments in coaching, developing team members, driving for the best results, contact center process improvement, customer service, and managing projects. Achieved by utilizing skills in cross-functional relationship building, strong leadership, and attention to detail.

Work Experience

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May 2020-Present

Inbound Call Center Representative

- Works in a high-volume inbound call center
- Assists customers with issues associated with their account
- Answers questions from customers in regard to loans, balances, fraud/disputes, and credit cards

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January 2018-December 2019

Senior Customer Service Representative

- Handled day to day functions of the customer service department
- Provided coaching and training to all reps
- Assisted with implementation of new shipping program designed to provide real-time freight quotes
- Worked with collections department to create a new procedure regarding customers on credit blocks
- Identified and implemented changes to CSR scheduling to ensure maximum coverage during high call volume hours
- Maintain a high level of que presence to accept incoming calls
- Maintained a high level of ticket/e-mail processing
- Processed high level complaint resolutions among other sensitive issues that require optimal knowledge and customer service skills

Confidential

October 2016-August 2017

Customer Service Representative

- Input orders and responded to distributor inquiries
- Implemented a more efficient and productive shipping program for customer service
- Created marketing flyers for new products
- Worked with distributors in developing our E-Commerce business
- Served as backup to shipping manager and performed transportation tasks when needed
- Maintained distributor bid sheets and e-mail blast programs

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October 2014-May 2016

Customer Service Representative

- Handled between 100-150 customer phone calls per day
- Acted as liaison between e-commerce team and customer service team
- Assisted e-commerce team with customer related issues and tasks that resulted in the creation of a new position titled "E-Commerce Customer Service Rep"
- Worked with Search team and Data team to provide insight and clarity in the creation of new data points

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August 2011-April 2014

Customer Service Supervisor

- Hired as a Customer Service Rep 08/2011 and handled between 100-150 calls per day from customers
- Recognized as top representative to receive highest QA scores 8 months in a row
- Created One Call Resolution document that was drafted into Enova resources and training material
- Promoted to Customer Service Supervisor 01/2013
- Received Rock Star award 07/2013 for receiving a grade of 4 out of 5 on mid-year review
- Transferred to UK Customer Service Supervisor 10/2013
- Increased QA scoring for UK customer service from 70% up to 85% in 3 months
- Created monthly Metrics competitions and games to increase department performance
- Worked closely with management team to drive department improvement goals and set standard for QA scoring



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Deshanna Customer Service

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January 2018-Present

Customer Service Representative

- Answers 50- 75 inbound calls assisting with health care coverage
- Follows a structure metric in answering calls in timely manner
- Uses customer service skills to fix any issues with caller's accounts such as vouchers etc.
- Uses a tool system to deescalate a call before sending to supervisor

Confidential

May 2014-December 2017

Registration Representative

- Appointment Scheduling
- Answered inbound calls on switchboard operator
- Processed appointments and scheduled if necessary

Emily Customer Service

Work Experience

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April 2015 to Present

Customer Service Representative

- Communicate with airlines, hotels and passengers throughout the U.S. and Canada
- Book rooms for distressed passengers and crew (pilots, flight attendants etc.)
- Populate data in programs such as Google Docs, Google Sheets, Microsoft Excel, and Microsoft Word
- Maintain workflow while answering phone calls and emails simultaneously.
- Responsible for training new employees
- Assist in data collection for a variety of reports
- Proficient with software such as Stormx, Aircom, Thunder, Disconnect, and Bizhero

Confidential

September 2014 to April 2015

Collections Representative

- Handled high volume calls, inbound and outbound
- Used problem solving techniques, which entailed setting customers up with the proper payment plan or solution
- Adapted to multitude of questions and managed information within a complex data collection system

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November 2013 To May 2014

Catering Chef

- Assisted in conceptualizing new menu items
- Assured quality control and consistency in all food served.
- Worked with a team to produce southern style cuisine for large events

Education

Elgin Community College

Graduated

Associates of Applied Science

Jacqueline Customer Service

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September 2016-Present

Customer Service/ Sales Representative

- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Listen attentively to caller needs to ensure a positive customer experience.
- Access electronic and paper cataloging systems to look up product information and availability.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

Confidential

June 2015-August 2015

Administrative Assistant (Contract)

- Maintained documentation for projects, clients and internal management groups.
- Assisted with planning and coordinating project meetings and training.
- Provided directors and clients with regular, written and verbal status updates related to progress on tasks.
- Provided general project and company management support as requested.

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August 2014-June 2015

Customer Service/Office Admin

- Interviewed customers to acquire information and explained possible services.
- Handled 80-100 incoming calls from policyholders.
- Responded to inquiries, resolved problems and corrected policy errors.
- Promoted the company's products and services to customers.