

JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

PROFESSIONAL SUMMARY

Focused customer service agent looking for a new challenge in a results-driven environment. Expertise includes: solid experience in defining and analyzing customer requests to resolve issues accurately and quickly with high first contact resolution rates.

SKILLS

- Data entry Equipment setup and maintenance,
- Creative problem solving,
- Good listening skills ,Quick
- Learner ,MS Office proficiency,
- Technical support,
- Call Center
- Customer Care
- Microsoft Office
- Microsoft Windows
- IT Support
- Microsoft Excel
- Live Chat
- Customer service
- Verbal and Written Communication

WORK HISTORY

Member Advocate, 06/2022 - 12/2022

Aetna Inc.

- Helping members solve problems with their loans claims, billing issues, or other concerns related to their coverage
- Authenticate information provided for the purposes of funding consumer, short-term personal loans
- Documenting/notating account information
- Resolving conflicts & negotiating with others
- Obtaining confidential information
- Communicating with your supervisors and peers in a positive fashion
- Evaluating information to determine compliance with standards

Customer Service Representative, 03/2021 - 05/2022

Systemax Inc.

- Responding to calls, emails, or chats from customers who have questions
- Assisting with website or application related issues
- Answering questions regarding products or services the customer may have
- Documenting customer interactions in the client system thoroughly, using proper spelling, grammar, and punctuation
- Transferring data from documents into the client's system
- Making outbound calls to collect customer information missing from applications as needed.

Enrollment Specialist, 05/2020 - 12/2020

Children's Hospital Of Philadelphia

- Received inbound calls and makes outbound calls to qualified leads to generate student enrollment applications utilizing interpersonal and product knowledge skills with students and their parents or other responsible adults.
- Enrollment
- Responsible for achieving Quality Assurance targets, client satisfaction, student retention and enrollment targets
- Communicate with families throughout the complete enrollment process from lead inception to student enrollment to student retention
- Communicated effectively via telephone, email and in person with prospective customers.

Customer Service Representative, 08/2019 - 03/2020

Systemax Inc.

- Keep records of customer interactions, process customer accounts and file documents
- Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every callers customer accounts by recording account information
- Managed customer accounts
- Responded to inquiries and issues
- Collected and documented orders
- Assisted customers via live chat
- Acted as first point of contact and set appointments for prospective clients.
- Answered phone calls and answered questions from potential customers.

General Clerk II, 03/2016 - 07/2019

Chickasaw Nation Industries

- Answered incoming phone calls on behalf of client; provide accurate and appropriate information to callers
- Assist customers by researching issues, exploring answers, and providing information and alternative solutions
- Responded to average of 80-90 calls on behavior helpline during each shift
- Educated customers how to use company systems, complete forms and obtain desired services
- Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction 97

Technical Support Representative, 01/2013 - 12/2015

Adt Security Services

- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Set up PC and Apple desktops and laptops and all types of mobile devices
- Resolved issues with systems, hardware and telephones quickly and accurately
- Managed customers' expectations of support and technology functionality in order to provide positive user experience

Internet Technical Support, 01/2011 - 11/2012

CenturyLink

- Submitted service tickets for equipment maintenance requests
- Provided Tier 1 IT support to non-technical internal users personnel through desk side support services
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions
- Answered support calls within 3 seconds to minimize delays and subsequent abandoned calls

EDUCATION

High school diploma

Southwood High School

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/mwlite/in/Jessica-Claire-5b3a9525b>

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Activus Connect

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Enrollment Specialist, 05/2020 - 12/2020

K12 Virtual School

- Received inbound calls and makes outbound calls to qualified leads to generate student enrollment applications utilizing interpersonal and product knowledge skills with students and their parents or other responsible adults.
- Enrollment
- Responsible for achieving Quality Assurance targets, client satisfaction, student retention and enrollment targets
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Customer Service Representative, 08/2019 - 03/2020

Aclara Smart Grid Solutions

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