

# JESSICA CLAIRE

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## Summary

Results-oriented Customer Service Specialist with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.

## Highlights

- Complex problem solving
- Policy/procedure development
- Vendor management
- Cost reduction and containment
- Contract management
- Staff retention
- Team building
- Process improvement strategies

## Accomplishments

Successfully implementing ISO 9002 & 2000 registration and a mail code system at client site. Created and implemented an employee recognition program.

## Experience

### Revenue Management Representative, 02/2009 to Current

Computacenter Plc – Canton, OH

- Experienced collection representative with strong customer service, critical thinking, problem solving, and project management skills in a call center environment.
- Promotes quality service and effective communication resulting in high level customer satisfaction.
- Effectively assisted customers with explanations of their U-Verse bills and collected payments to reduce NBD and DSO within AHT requirements.
- Handle customer bills with excellent analytical and organizational skills, making necessary adjustments, educating the customer, while offering solutions to ensure opportunity for optimal collections.
- Proficient in systems: TRACS, CRM, EXCEL, Word, PowerPoint and Outlook.

### Customer Operations Manager, 09/1988 to 11/2007

Pitney Bowes Management Services – City, STATE

- Organizes technical and administrative support activities including installation of new equipment.
- Monitor and analyze all opportunities to cut costs and improve efficiencies.
- Directed recruitment and retention of a staff of 45 employees.
- Supervise and direct employee work and monitor employee performance, including administration of discipline as appropriate.
- Managed a mail, shipping & receiving operation that received volumes in excess of 1.3 million pieces a year.
- Managed a reprographics operation that also included 160 convenience copiers.
- Successfully implemented and managed an ISO 9002 & 2000 registration process and maintained an excellent registration for 6 straight years.
- Managed vehicle and equipment maintenance.
- Monitors contract terms and conditions.

## Education

### High School Diploma

Canton Public High - Canton, MS

## Additional Information

Proficient in Microsoft Excel, Word, PowerPoint, Internet Explorer, Lotus Notes, Outlook, CRM, TRIMS, SAP