

JESSICA CLAIRE

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SUMMARY

Results-oriented customer service professional with over fifteen years of experience, three as Team Leader. Recognized for great leadership, interpersonal, multitasking, and problem solving skills in a high volume call center environment. Known for training, leading and motivating employees into top producing agents. Received numerous rewards for outstanding team player and providing excellent customer service.

SKILLS

- Problem-Solving Abilities
- Inbound and Outbound Calling
- Good Listening Skills
- Customer Complaint Resolution
- Product Knowledge
- Billing Inquiries
- Creative problem solving
- Billing
- Coaching
- Counseling
- Creative problem solving
- Credit
- Credit risk
- Customer satisfaction
- Customer service
- Team leader
- Listening
- Managing
- Problem-Solving
- Producing
- Researching
- Up-Selling
- Supervisor
- Troubleshooting
- Inbound and outbound calling

EXPERIENCE

Cvs Health - CUSTOMER SERVICE ADVOCATE

Evansville, IN • 06/2018 - Current

Receive inbound customer calls while using a computer terminal, researching and resolving billing inquiries, explaining our products and services, troubleshooting service and equipment questions and identifying opportunities to sell additional wireless solutions to customers.

- Educate customers on the value-added benefits of products and services and explain how solutions can enhance the customer's lifestyle and wireless experience.
- Assist team members with complex questions regarding customer account or system issue and help find resolution.
- Assisting supervisor with coaching and developing a team member into a top producing agent.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Capitalized on opportunities to enhance customer experiences and bring in repeat business.
- Encouraged customers to become self-sufficient with web-based and mobile support tools.
- Monitored trends and recommended customer service improvements to enhance team success.
- Answered 30+ inbound calls per day and directed to designated individuals or departments.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Evaluated benefits for each caller to determine service needs and address concerns.

Rinnai - CREDIT and FRAUD INVESTIGATOR

La Mesa, CA • 08/2011 - 12/2017

Reviewed and establish credit lines for new business customers by analyzing key factors about the business to determine the level of investigation required (e.g., company data, credit score, SIC code, founded date, demographics, economic conditions, existing payment trends).

- Reviewed and analyzed suspected fraudulent transaction.
- Make and received internal and external customer calls as they pertain to credit risk and fraud.
- Pull and analyze credit data from various sources to validate businesses and to determine if credit lines can be established or extended.
- On accounts requiring more in depth investigation, contact customer for additional information.
- Document key credit information for future reference and update credit/fraud databases.
- Communicate with customers to provide an explanation of findings and, when possible, offer alternative payment methods and options to process pending orders.
- Develop new ways to prevent fraudulent losses based on reactionary and proactive trends.
- Maintain daily goals of working 130 or more accounts, weekly Q &A of 100%, and average of 50 to 70 incoming and outbound calls daily.

NCR - CUSTOMER CARE TEAM LEADER

City, STATE • 05/2007 - 06/2010

Supervised up to twenty employee team of customer service agents, answered teams and customer inquiries, handled escalations and trained agents while maintaining the workload of a team leader.

- Responsible for managing the Global Call Management Team functioning out of two locations, Columbia, SC and Peachtree City, GA.
- Run daily, weekly, and monthly customer reports.
- Ensured daily ASA (Average Speed Answered) goal of 45 seconds was met by monitoring the status of each agent to ensure they were available to take calls at all times.
- Maintained score of 95 on all five scorecard metrics by performing weekly audit of team.
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- Maintained score of 95 on all five scorecard metrics by performing weekly audit of team.
- Placed agents on a development plan if score was 94% or lower and coached agents by conducting one on one monitoring and training session until score were improved.
- Reviewed and made correction to the schedule to ensure the shift was fully staffed and all agents were optimally positioned to ensure the daily ASA goal was met.
- Attained 90.95% customer satisfaction through professional, highly motivated and enthusiastic team members.
- Conducted verbal counseling sessions with agents providing a clear understanding of the mistake that was made and documented into agent's counseling folder.