

JESSICA CLAIRE

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Summary

Highly qualified and results driven individual, demonstrating strong interpersonal, communication and problem solving skills. Capable of providing excellent customer service, mentoring other employees, and achieving all company objectives. Motivated and goal-oriented with an impressive performance record.

Highlights

- Positive Attitude
- Building Relationships
- Administrative Support
- Product Knowledge
- Record/File Maintenance
- Data Entry
- Strategic Negotiation
- Information Verification
- Problem Solving
- Team Support

Accomplishments

Support customer service department by working special call queue for questions directly from customer service representatives.

Take all Technical Support overflow calls as Senior Customer Service representative.

Technical Support Coordinator working directly directly with customers and representatives with network and device solutions.

Experience

Customer Service Advocate, 09/2007 to Current

Bmw Group – Jerseyville, IL

Display courtesy and strong interpersonal skills with all customer interactions. Resolve customer complaints and concerns with strong verbal and negotiation skills. Build and maintain successful relationships with service providers, dealers and consumers. Process average of 61 inbound customer support calls per hour.

Customer Support, 01/2006 to 09/2007

Advice Chaser – Everett, WA

Issued activation codes to new and existing customers. Helped customers track and order equipment. Support customers with billing and account issues. Researched issues on various computer systems and databases to resolve complaints and answer inquiries.

Education

Associate of Arts: Business Administration, 2015

University of Phoenix - Charlotte, NC

Coursework in Business and Communications