

Jessica Claire

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PROFESSIONAL SUMMARY

Planning move to LA, California in November 2021. Expert Work at Home. Customer Service, Call center and IT professionalism bringing 11+ years of applying exceptional customer service, conflict mediation and communication skills to address diverse needs. Smoothly mitigate customer conflicts through calm, level-headed strategies. Responsive and resilient team player with adaptable and resourceful mindset. Knowledgeable and dedicated customer service professional with extensive experience in. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses. Personable and dedicated Customer Service Representative with extensive experience in the customer service industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing members. Results-oriented Appointment Setter with proven sales and customer service abilities. Offering documented strengths in generating quality leads. Seeking an opportunity in the health and telecommunications industry. Focused on providing professional service and support to every office visitor. Diligent about scheduling appointments, managing packages and routing mail to recipients. Positive nature with excellent people skills. Results-oriented Appointment Setter with proven sales and customer service abilities. Offering documented strengths in generating quality leads. Seeking an opportunity in the health and telecommunications industry.

SKILLS

- Documentation and reporting
- Billing coordination
- Inbound Customer Service
- Customer Relationship Management
- First Call resolution
- Custom order management
- CRM
- Order fulfillment
- Client Needs Assessment
- Goal-Oriented
- Sales
- Computer Skills
- Call Center Experience
- Sales Goals
- Scheduling
- Invoicing
- Customer Service Experience
- Shipping And Receiving

WORK HISTORY

CUSTOMER CARE ADVOCATE

12/2019 to CURRENT

Rcn Telecom Services | Longview, WA

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Answered average of 50 plus calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.

ENVIRONMENTAL SERVICE TECHNICIAN

10/2019 to 12/2019

The Waters Senior Living | Warrendale, PA

- Formulated and implemented long-range plans for environmental programs.
- Monitored spaces for environmental safety hazards.
- Handled spills in work and common areas and used proper methods to clean and sanitize each material.
- Cleaned certain pieces daily and maintained weekly, monthly and semi-annual procedures for less critical lines.
- Set up beds or other furniture in rooms.

CUSTOMER CARE ADVOCATE

04/2019 to 10/2019

Rcn Telecom Services | Midland, TX

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service by filling prescriptions and maintaining benefits.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Coordinated timely responses to online customer communication and researched complex issues.
- Built long-term, loyal customer relations by providing top-notch service and detailed order, account and service information.
- Answered average of 50 plus calls, emails and faxes per day, addressing customer inquiries, solving problems and providing product information.

IT SUPPORT SPECIALIST

07/2017 to 04/2019

Fairstead | Newport, RI

- Created help desk tickets, troubleshoot and resolved desktop issues.
- Determined hardware and network system issues using effective troubleshooting techniques.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Answered questions and provided information to customers about new software or hardware.
- Provided technical support to Cincinnati Bell clients.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Managed high levels of call flow and responded to technical support needs.

EDUCATION

Associate of Arts | Organizational Leadership

05/2009

Northern Kentucky University, Newport, KY

Associate of Arts | Psychobiology

05/2007

Miami University, Oxford, OH