

JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

HIGHLIGHTS

- Call Center Environment Experience
- Complex Windows Experience (e.g. Word, Power point, Excel, Access, Outlook, Word Windows Media Player)
- Internet/Intranet Knowledge, Complex Telecom Product/ Services Knowledge
- Complex Computer Systems, Computing Software-Databases Management
- Acss web, Acss net, Eros, Doorways, Infomanager
- LPSD), Loan Investor servicer desktop, loan investor servicing answers(LISA), Docline, Fastrieve, Fortracs HE, InforSource, I-vault, Loadicons, RECS, VentureAccess, VLS, Lenderlive
- Thorough knowledge and experience in: All Chargeback Procedures, First Assist, TSYS, and Visa & MasterCard Regulations, Office Communicator

EDUCATION

Devry University
Columbus, OH

Select One: Operations Management/Technical Management

Franklin University
Columbus, OH

Master of Science: Master of Business (MBA) - Business Management/Finance

Franklin University
Columbus, OH

BS/MS: Integrated Program Franklin University the Allows for completion of Bachelor's Degree while also Completing Masters

Franklin University
Columbus, OH

Bachelor of Science: Business Administration/Human Resources

SUMMARY

To obtain a position that will allow me to assist in the growth and revenue of a company with the skills, knowledge, and experiences I have obtained. Consistently achieve goals within an allotted time. Continuously possess, attain, and effectively execute excellent leadership skills and the ability to resolve problems quickly and efficiently, both independently and as part of a team.

EXPERIENCE

Amazon.Com, Inc. - Customer Advocate/Core

Burlingame, CA • 05/2014 - Current

Responsibilities

- Handle high volume of inbound customer calls
- Handle inbound Indirect/Direct Core calls
- Complete or correct order errors
- Provide high quality customer service on calls that are generally routine and sometimes unique in nature.
- Responsible for conducting Tier 1 trouble shooting when customers require device assistance, Customer service transactions, including but not limited to; equipment troubleshooting, call handling, billing, service and equipment inquiries and all other customer transactions.
- Handle customer escalations and minimize transfers, Customer Interactions
- Listen and respond appropriately in all customer interactions.
- Manage customer relationships by performing the full range of customer service functions.
- Use common courtesy and discretion to achieve customer loyalty.
- Empathize and acknowledge customer to create trust and partnership.
- Customer Solutions
- Use negotiation and problem solving skills to resolve customer concerns.
- Utilize troubleshooting guides and Tier 1 troubleshooting on all calls that require device assistance.
- Identify and assess customer needs based on interactions.
- Troubleshoot and communicate technical answers clearly and concisely.
- Takes accountability for and resolves all customer issues and follow up when appropriate.
- Customer Loyalty & Growth
- Review all customer account information while on calls to identify and match customer's need with the appropriate product and / or service (e.g., upgrades, adding a line).
- Utilize tools and resources on every call to make appropriate recommendations to customers.
- Offer and educate on the benefits of products and services and explains how the recommendations will add value to the customers wireless experience.
- Recognize bells of churn and responds with effective recommendations.
- People and Teamwork
- Demonstrates personal commitment to VZW code of conduct and business guidelines in all areas of work.
- Adhere to attendance guidelines to ensure successful contribution to teams goals and performance.
- Demonstrate personal commitment to work effectively and become a valuable member of the VZW team.
- Flexible and willing to help work on department initiatives as needed

Accenture Contractor Jobs - Senior Operations Manager

Albany, NY • 08/2013 - 05/2014

- Successfully managed the activities of team members in multiple locations.
- Created training manuals targeted at resolving even the most difficult customer issues.
- Recruited, managed and mentor new customer service representatives.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Provided detailed monthly departmental reports and updates to senior management.
- Routinely prepared and evaluated CRM reports to identify problems and areas for improvement.
- Effectively communicated with team members to maintain clearly defined expectations.

Frontier Communications - Jr. Tear President Project Manager

Terre Haute, IN • 08/2008 - 05/2014

- Report daily, weekly or as needed to Chief Executive Officer on the developmental aspects of the business Customer Service, Multitasking and manage workload Supervise, coach and counsel staff

of a maximum of 25 employees Conduct staff meetings, Develop and plan activities to ensure proper completion in a timely manner Accomplish work through the effective management of employees.

- Maintain proper control of payroll and other controllable expenses Adapt and revise weekly schedules Conduct, develop and execute projects as a.

JP Morgan Chase - Quality Analyst

City, STATE • 07/2011 - 07/2013

- Mortgage Lending, quality analyst, technician, catching any errors, paperwork, quality check.
- Proven ability to work independently as well as in a team environment Troubleshooting Experience Defusing Irate Customers Customer Complaint Management Customer Interaction Experience with personal computers and software IT services.
- Work closely with Default Business units and external business partners located in multiple geographic locations and with various levels of management.
- Solve Problems at a higher level and exercise authority, within limits, using prudent judgment to ensure that bank policy and profitability are not compromised.
- Ensure business processes are adhering to all corporate, state and regulatory guidelines as well as applicable policies and procedures.
- Work with manager and Quality Analyst II (QAII) staff to develop and facilitate a strong working relationship with business partners through ongoing coordination of operational matters and utilizing effective communication and, when warranted, conflict, and resolution skills.
- Perform.

J P Morgan Chase - Dispute By Phone Advisor

City, STATE • 03/2010 - 07/2011

- Effectively handle customer's dispute related calls by asking probing questions to understand the root cause of the issue and determine the appropriate course of action.
- Interpret and apply Master Card and Visa regulations when charge back rights are available to resolve a customer's disputes.
- Create custom letters of responses to customer's dispute inquiries.
- Compiling and Analyzing data to determine dispute course of action.
- Resolve escalated customer issues with merchants.
- Meet, attain, and maintain departmental standards, goals, and measurements.

AT&T - Maintenance Administrator

City, STATE • 11/2000 - 09/2009

- Perform any number of 67 different tasks in any given day.
- Independent worker.
- Team work.
- Head Group Projects.
- Project Manager Negotiate and process customer service order requests by accessing multiple mechanized systems while speaking with the customer.

SKILLS

Operations management, Compensation/benefits administration, Staff development, Calm under pressure, Complex problem solving, Computer-savvy, Supervision and training, Client relations specialist, Focused on customer satisfaction, Meticulous, attention to detail.