

Marla Loyal

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770-342-9362

EDUCATION

University of West Georgia Carrollton, GA

Bachelors of Science in Biology Completed Dec 2011

Pre-professional concentration Minor in Humanistic Psychology

SKILLS & ABILITIES

- Dexterous alphanumerical data entry
- Proficient user of Virtual desktops, MS-DOS, Sword Ciboodle, SAP and VOIP telephonic software
- Advanced ability to toggle between multiple software systems
- Maintain confidentiality of protected personal information as required by federal laws
- Advanced user of Microsoft word, PowerPoint, Excel, Outlook, Google Chrome, and Gmail

WORK EXPERIENCE

Donnelly Communications located in Atlanta, GA

Customer Service Professional from May 2016 to Sept 2016

- Inbound call handling on the behalf of various third party client companies
- Provide requested information regarding client policies, products, and merchandise orders
- Accurately recorded food service guest feedback to be reviewed by upper management
- Involuntary separation

Comcast Cable NBC Universal located in Alpharetta, GA

Outbound Telephonic Sales Representative from Feb 2016 to Apr 2016

- Place telephonic calls to existing residential customers to offer upgrade promotions
- Order entry using billing systems
- Positively promoted the Xfinity cable brand and its value during sales calls
- Voluntary separation

Division of Family and Children's Services located in Atlanta, GA

Economic Support Specialist from Feb 2015 to Dec 2015

- Assist with restoring access to agency's website by telephone
- Utilize government policies and procedures when updating economic benefit files
- Resolve inquiries regarding food, cash, and medical assistance case by telephone
- Voluntary separation

SITEL Operating Corporation Headquartered in Nashville, TN

Remote DIRECTV Technical Support from Jul 2014 to Dec 2014

- Troubleshoot home entertainment devices to restore television programming
- Active listening and asking probing questions to facilitate One Call Resolutions
- Suggestively sold television programming packages and video device service plans
- Voluntary separation

Sykes Home Powered by Alpine Access Headquartered in Denver, CO

Remote Member Services Representative from Oct 2013 to Apr 2014

- High volume inbound call handling on behalf of AARP
- Resolve complains and inquiries regarding membership
- Resolve inquiries made by postal mail
- Involuntary separation

REFERENCES

- Available upon request