Manuela T Moudourou

918 Wytower Trl

Norcross, GA 30093

(203)241-1087

**Experience**

\*Viking Resources Group (203) 778-8433

*Customer Service Representative*

July 2016- September 2016

-Answered inbound calls within pre-established timeframes

-Processed and scheduled bill payments

-Answered customer billing inquiries

-Documented all calls and resolutions in Front End and company CRM

- Made outbound calls for payment collections

- schedule customer callbacks in case of escalation

\*VIP Homes Guadeloupe +0690 49 85 67

*Remote Translation Support*

March 2015- July 2016

-Responsible for translation of itineraries, lease agreements and draft of staff schedules.

\* Lowe’s Home Centers (800) 996-7566

*Customer Service Desk Associate*

March 2011- February 2015

-Made outbound calls to customers to update order, and delivery status in order management and due files according to audit guidelines

- Liaised between vendors and customers to resolve PO issues, update delivery dates and track shipping

- Redirected inbound calls to designated departments and escalated when appropriate

- Provided checkout, refund and order pick-up assistance and e-mailed receipts confirmations.

- Sorted and distributed all mail amongst respective departments bins

- Processed credit account application, payment, deferrals and line increase

**Education**

* Florida International University

- Online Finance Major

- Expected graduation: 2019

- GPA: 3.2

**Skills**

- Bilingual in English and French

- Paging system and multi-line phone

- fax machine, scanner

- MS Office Suite (Powerpoint, Word, Excel, Outlook, Publisher)

- Type speed: 42 WPM