

Andrea Presto

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Skills

- 3 years of experience in Consumer Packaged Goods Industry(CROSSMARK)
- 3 years of experience in Customer Services(CROSSMARK)
- 1 year experience in supervisory role
- Proficient in use of Microsoft Customer Relationship Management (CRM) ticketing and reporting tools
- Proficient in use of DELL Service Now ticketing and reporting tools

Education

University of Texas at Austin Austin, Tx

Currently enrolled in Full Stack Development Bootcamp (ends Dec 6, 2022)

Collin County Community College Allen, TX

Seeking A.A.S. Field: Web Design

Collin County Community College Allen, TX

Completed 2 year culinary program(non-baking)

Work Experience

09/2011 - 07/2012

CROSSMARK, Plano, TX

Field Support Supervisor

As a Field Support Supervisor, one of my greatest accomplishments was the roll out of the new ticketing system from Service Now. I worked closely with our Leadership and IT teams to outline Field Support's needs and arranged for integral support information and functions to be provided within the system. During my time as Field Support Supervisor, I also furthered the New Hire Retention project tracking all new hires to provide weekly retention/attrition trends. Further duties were:

- Supervise 30 agents in a multi-queue contact center environment with 15 direct reports
- Ensured consistent delivery of specified Service Level Agreements Manage daily contact center operations to
- Create in depth project level reporting and report scheduling through Service Now's reporting tools
- Create and Facilitate weekly Team Training and Team Lead training meetings
- Create and deliver monthly, quarterly, and annual performance reviews to 15 direct reports
- Create, deliver and maintain a Recognition/Appreciation program for team building purposes
- Create and deliver Field Support new hire curriculum and certify new agents with 85% competency or higher

02/2011 - 09/2011

CROSSMARK, Plano, TX

Field Support Team Lead

During my time as a Team Lead, I created a New Hire Retention Report that tracked 300 new hires from hire date tracking all activity within the company. This led to new processes in Field Support to reach out to all new associates and offer support at key points in Retail Execution to raise retention levels within specific divisions of CROSSMARK. Further details of my duties as Team Lead were:

- Monitor and manage real time 4 inbound call queues 2 inbound email queues and one voicemail queue
- Manage escalations from Field Support Agents with a 93% 2 hour turnaround working closely with the Client Services, HR, Payroll and IT departments
- Load and manage outbound campaigns through Axiom (auto dialer) and provide detailed reporting regarding outbound contact success rates
- Create and distribute mass communications via phone messages and email to support project execution details
- Facilitate and create agenda items for Bi-Weekly Field Support training meetings
- Maintain call/email quality through monitoring and coaching 6 agents per month with 2-4 calls per agent
- Provide Bi-Monthly Field Support Agent performance assessment feedback to call center manager

10/2010 - 02/2011

CROSSMARK, Plano, TX**Retail Supervisor – Events**

As a Retail Supervisor-Events I managed effective, efficient and quality event execution in my designated store:

- Supervise 32 CROSSMARK Events Specialists to ensure quality execution
- Train Events Specialists on company processes, policies, procedures, and position responsibilities
- Conduct monthly audits and work-withs of Event Specialists to develop and maintain event quality, execution skills, and knowledge
- Monitor and manage accurate time and expense reporting of 32 Events Specialists
- Manage execution and overall performance of scheduled events to ensure highest level of execution is met

03/2010 - 10/2010

CROSSMARK, Plano, TX**Field Support Agent**

As a Field Support Agent with CROSSMARK, I provided support to the field sales team by telephone and email requests in a call center environment:

- Make outbound calls providing direction on Retail Representative compliance and answer incoming calls in a call center environment
 - Provide accurate answers to a variety of issues including: sales plan questions, internal systems issues/training, package tracking, and retail representative training.
 - Complete order entry for requests of inventory items.
 - Accurately document calls in the CRM database(Microsoft ticketing system)
 - Maintain a working knowledge of retail store call procedures by working sales plans and resets in the field on occasion
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