

Christopher King

Las Vegas, NV 89169

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818.698.5016

Knowledgeable and dedicated customer service professional with extensive experience in Customer service, Accounting, Payroll And Computer Technology industry. 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.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Income Billing Specialist

American Cancer Society - Las Vegas, NV

December 2019 to October 2020

- Receiving and sorting incoming payments with attention to credibility.
- Managing the status of accounts and balances and identifying inconsistencies.
- Issuing bills, receipts and invoices.
- Take payments and donations.
- Assist donors with making online payments and minor troubleshooting.
- Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.
- Organized budget documentation and tracked expenses to maintain tight business controls.
- Maintained daily bookkeeping report.

Technical Support Representative

Asurion Verizon Wireless - Las Vegas, NV

November 2018 to December 2019

- Maintain exceptional customer service while providing technology solutions for customers inquiries about hardware, software OS, apps, and compatibility.
- Remotely support multiple technology devices across windows, Android, Blackberry OS, Apple OS.
- Configured hardware, devices and software to set up work stations for employees.
- Processed over 50 support requests weekly for technical assistance on wide range of issues related to apple and andriod and computer software.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Developed and tested new product offerings prior to release to assist development team in bug identification.

Online Banking Specialist

US BANK - Milwaukee, WI

January 2018 to November 2018

- Administers all electronic banking products including ATM, debit and credit cards, and online bill paying services.
- Responds to all customer inquiries regarding the bank's electronic banking products.
- Troubleshooting customer's US BANK mobile app needs.
- Walk Customer's on enrolling to online banking.
- Educate customer's on how to navigate and use online banking tools.
- Teamed with software developers and business analysts to create new analytical applications to manage user requirements, project scope and build milestones.
- Worked with diverse product development teams to create software for qualitative structured solutions to validate and model emerging markets.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

Personal Loan Banker

US BANK - Chicago, IL

September 2016 to January 2018

- Process and respond to U.S.
- Bank customer inquiries utilizing multiple systems to provide information on accounts while answering every call with professionalism and accuracy.
- Identify and offer customers the products and services they need and want to succeed financially.
- Established new accounts for high net worth individuals and serviced existing accounts to maximize revenue.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Developed top-performing teams, leading to increased branch efficiency and positive customer feedback.
- Conducted detailed financial reviews for business clients to sell appropriate products to fit clients needs.

Home Mortgage Collections Agent

US BANK - Milwaukee, WI

May 2016 to September 2016

- Responsible for reaching out to customers to collect payment for overdue bills, loans, or other payments.
- Acts as the liaison between creditors and customers and manages overdue accounts.
- Collect payments on past due bills.
- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases.
- Set up repayment plans and new terms of sale.
- Initiate repossession proceedings or hand over account to law practice that specializes in debt collection.
- Record new commitment to repay debt.
- Directed day-to-day collections functions, including recruiting, training and developing high-performing teams.
- Identified and analyzed rejection patterns, partial denials and denials from third parties to improve existing processes.
- Persistently reached out to customers with extremely past due accounts to recover lost revenue.

Customer Service Lead

CORIX UTILITIES - Wauwatosa, WI

September 2013 to January 2016

- Answer inbound calls and make outbound calls.
- Responds to customer emails and voicemails to schedule appointments for each project Offers appointment options and responds to customer objectives to provide superior customer service.
- Resolves service issues as needed and responds to customer inquiries, clarifying customer requirement and probing to confirm understanding.
- Offers other products and services to customers as needed or if required by Project.
- Performs follow-up calls to ensure service satisfaction and performs surveys.
- Provide effective communication to other employees/departments to ensure high quality and timely meeting of customer requests Answering Service Agent.
- Resolved customer service issues using company processes and policies and provided updates to customers.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Coached new team members on service techniques and provided scoring through quality assurance program.
- Identified opportunities to streamline processes by targeting areas of inefficiency and implementing improvements.

Answering Service Operator

NOVO1 - Milwaukee, WI

November 2011 to September 2013

- Paging doctors upon customer requests.
- Taking online orders.
- Answer for law offices after hours services.
- Maintained high level of customer service through friendly and polite demeanor.
- Resolved customer issues through research and problem solving.
- Answered incoming calls, greeted callers, provided information, and transferring calls to appropriate parties.
- Received incoming calls and paged individuals and departments over PA system.
- Operated computers and fax machines to send and receive messages to customers and coworkers.
- Performed data entry operations to update database with customer responses.
- Collected personal information from customers to accurately document requests.
- Attended safety training meetings to learn procedures for handling medical and fire emergency calls.

Education

Associate of Business Administration in Business Administration And Management

Bryant And Stratton College - Getzville, NY

June 2016

High School Diploma

Ifoward High School - Home School

Skills

- EXCEL
- WORD
- Accounting
- Payroll
- Call Center
- Tech Support
- Customer Service
- Apple
- Troubleshooting
- Help Desk
- Microsoft Windows
- IOS
- Network Support
- Accounting, Tech Support
- Banking
- Call Center
- Customer Service
- Databases
- Help Desk
- Microsoft Windows
- Windows
- Quality
- Receiving
- Requirement
- Research and due diligence
- Records Organization and Review
- Collection Practices
- Billing Systems and Software
- Invoice Processing
- Billing
- Spreadsheets
- Billing Inquiries
- Billing Systems
- Payment processing
- Accounting systems and controls
- General accounting
- Payroll administration
- Time Sheet Review

- Data Analysis
- LAN
- Mac OS
- Operating Systems
- Software Development
- Active Directory
- Android
- Real estate law (Less than 1 year)

Certifications and Licenses

Real Estate License