

# SHAWNA MISCHENKO

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Account Director for a National Facilities Management Team that provides fully integrated facilities management to support businesses. I have over 18 years of customer service experience, 13 years in management, 5 years in a call center. I am a self motivated leader who strives for excellence in all aspects of my business.

## EXPERIENCE

**NOVEMBER 2017 - CURRENT**

**ACCOUNT DIRECTOR, COAST WORKPLACE SOLUTIONS**

- Senior Facilities Coordinator, promoted to Account Manager after four months employment and Account Director in April 2019
- Manage a portfolio of 10-15 client accounts and directly manage two Senior Account Managers
- Responsible for service delivery on on-demand requests, preventative maintenance and projects, customer relationship interactions and developing supplier network
- Proficient in CorrigoPro, Corrigo Enterprise, Service Channel and SMS Assist work order platforms – including CorrigoPro and SMS Assist Apps
- Allocate and delegate responsibilities amongst my team
- Escalation resolution
- New client ambassador

**MAY 2017 – OCTOBER 2017**

**SCHEDULER/ACCOUNT MANAGER, CLEAN CRAWLS**

- Schedule pest control technicians on residential and commercial dispatch requests – on demand and recurring
- Pest Solutions customer support and account management
- Proficient in Pestpac software

**MARCH 2008 – MARCH 2011**

**INTER-FUNCTIONAL HELPDESK, FRONTIER COMMUNICATIONS**

- Supervisor position handling escalations for the West Coast Region, including BBB and Executive level complaints
- Providing informational support to Consumer Sales Consultants
- Received multiple awards and commendations for excellent customer service

**MARCH 2006 – MARCH 2008**

**CONSUMER SALES CONSULTANT, FRONTIER COMMUNICATIONS**

- Promote customer satisfaction and revenue growth through customer service and sales
- Process transactions for new service, move and change orders, in addition to billing adjustments, general inquiries and resolving customer concerns
- Received multiple awards and commendations for excellent customer service

**JUNE 2003 – FEBRUARY 2006**

**RETAIL STORE MANAGER, PAPYRUS**

- Responsible for the day-to-day operations (or management) of a high volume retail store, including 10-25 employees
- Custom printing specialist

## **SKILLS**

- Excellent communication
- Ambitious
- Team building and motivation
- Efficient
- Leadership driven
- Accountable

## **EDUCATION**

**1999-2003**

**UNIVERSITY OF WASHINGTON**

- Bachelor of Arts – BA, Cultural Anthropology