

# ANDREA HELTON

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## CUSTOMER SERVICE | ATTENTION TO DETAIL | LEADERSHIP

STRONG CUSTOMER SERVICE PERSONALITY, WITH EXPERIENCE IN CONFLICT RESOLUTION WITH BOTH GUESTS AND EMPLOYEES. UTILIZED A STRONG FOCUS IN TASK COMPLETION AND DELEGATION SKILLS TO ACCOMPLISH DESIRED RESULTS.

## SKILLS SUMMARY

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### Highly Organized

SKILLFULLY MANAGE LARGE PROJECTS, START-TO-FINISH.

### Resourceful Problem Solver

ADEPT IN ANTICIPATING AND ANALYZING PROBLEMS, THEN FORMULATING SOLUTIONS.

### Computer Proficiency

MICROSOFT WORD, EXCEL, POWERPOINT, AND ONE NOTE

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## EXPERIENCE

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### National General Insurance

Everett, WA July 2019-Present

#### Customer Care Representative Tier 2

- ANSWERING PHONE CALLS FOLLOWING APPROPRIATE SCRIPTING
  - PROBLEM SOLVING TO ASSIST CUSTOMERS
  - CONTACTING APPROPRIATE DEPARTMENTS TO ASSIST CUSTOMERS
  - FOLLOWING QUALITY CONTROL GUIDELINES FOR CALLS
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### Tommy Bahama

Tulalip, Wa, 2018-July 2019

#### Key-Holder

- PROVIDING SUPPORT AND FEEDBACK TO THE STAFF
  - MAINTAINING DISPLAYS ON SALES FLOOR
  - RECONCILING THE TILLS
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## EDUCATION

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- Marysville Arts & Technology High School, Marysville, WA

September 2010-June 2014

HIGH SCHOOL DIPLOMA