Aaron Presley

133 E. 16th St #62 Costa Mesa, CA. 92627 [general909arp@gmail.com](mailto:general909arp@gmail.com). 714-561-3701

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| **Experience** | September 2016 - Current Glidewell Dental Irvine, CA  **Technical Advisor / Customer Service**  Support Combination Partial/Denture Valplast cases.  Provides administrative support such as answering inbound telephone calls, checking on ship dates, offering information on all products, updating new account information and inputting call notes in GCM.  Communicates with customers, colleagues, dental technicians and managers in a prompt articulate manner.  Complies with customer service policies and procedures meeting call center operational standards.  Assists customers in problem solving, planning, development and execution of stated goals and objectives.  Ensures customer retention and satisfaction.  Evaluates each case thoroughly and advises doctors on which product is the best for the particular case.  Makes outbound calls on cases that need assistance.  Maintains a day to day professional relationship with Doctors, dental technicians and managers and internal customers.  Follows-up on specific requests made by the doctors on the particular cases.  Seeks advice and input from the manger when needed.  Generates and maintains reports as needed.  Trains other staff as needed.  January 2016 - June 2016 Spireon Irvine, CA  **Technical Support / Customer Service**  Received inbound calls as well as email case scenarios in a fast pace call center environment in regards to Spireon GPS hardware and software applications  Worked with multiple user interfaces as well as multiple cellular providers such as Sprint, Verizon, and T-Mobile to identify network errors and rectify system issues and resolve them in a timely manner  Properly documented cases and resolutions in order to assist in proper training for resolving our clients issues  Maintained high call quality assurance score's by following all company policies and procedures for call handling.  17.00 an hour with available overtime  July 2015- October 2015 Aleks Corp Irvine, CA  **Technical Support / Customer Service**  Responded to high volume email, phone, and voicemail service request in a timely manner.  Successfully absorbed all knowledge of software products in order to support internal and external employees as well as the customer base.  Managed multiple high end accounts to maintain business  17.00 an hour with available overtime  August 2013-July 2015 Liberty Protection Group/Patriot Protection Shield Irvine, CA  **Screener/ Sr. Coverage Specialist**  Exceeded all sales requirements as a Screener and was promoted to The Authorization and  Verification Department.  Successfully absorbed all sales processes and materials.  Implemented real time sales situation’s, therefore was promoted to a Coverage Specialist.  Started at $10 + commission and ended at $2500.00 salary + commission.  August 2012 -July 2013 Platinum MD / Sky Care Santa Ana, CA  **Customer Service /Sales**  Communicated with physicians of all specialties and assisted in enrolling in their EHR Stimulus Program.  Met and exceeded all sales goals and was promoted to the closing department within two months of hiring date.  Involved in monitoring the CRM in a support role to ensure a fluid lead flow to all employees.  $15 an hour plus residual commissions.  October 2011-July 2012Local SEO SitesIrvine, CA  **Business Development/Account Management**  Pitched increased web product packages to existing clientele.  Communicated with ACT Database prospects in clarifying and troubleshooting concerns.  Corresponded with Developers and Customer Service departments in monitoring monthly  Submissions concerning business listings and social media.  Processed reports on monthly bases for finance.  $12 an hour plus commissions.  May 2010-October 2011Kianga SolarSanta Ana, CA  **Sales Manager/Trainer**  Interacted with clients introducing solar packages, such as Triangle, Lease and Power purchases.  Developed sales scripts and training materials for executive team.  Trained current employees with updated marketing products and sale pitches.  Responsible for payroll and employee scheduling.  Succeeded in completing over $30k overrides on sales floor.  November 2010-March 2011 AGR Group Garden Grove, CA  **Customer Service Specialist**  Enrolled residential/commercial clientele in state utility energy programs.  Promoted to team blend after completing all requirements and training.  Assisted colleagues in closing sales accounts.  $13.00 plus commissions.  June 2008 - July 2010Bankruptcy Management SolutionsIrvine, CA  **Software Support Agent**  Provided technical support in developed in-house hardware and software programs.  Administered daily reports for accounts payable department.  Promoted within 7 months to a Software/Hardware Support Agent.  $32k per year plus bonuses. |
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| **Education** | **Orange Coast College**  Associate of Science Degree, Computer Information Systems |

**Skills** Proficient with Microsoft Office applications, type 60 WPM, familiar with multiple CRM’s, plus pick up new technologies very easily and a Customer Service / Sales professional. . I am also currently in school for web development so I am learning HTML, CSS, JavaScript, Python and other related software. I also have a strong ability to identify, analyze, and resolve problems with a positive attitude and am able to demonstrate an attention to detail, thoroughness and very well organized