

Education

CERTIFIED VETERINARY TECHNICIAN | 2003 | PIMA MEDICAL INSTITUTE
CERTIFIED PHARMACY TECHNICIAN | 2012 | EVEREST COLLEGE

Experience

ALORICA 7/2021 – PRESENT
TELEPHONE CUSTOMER SERVICE REPRESENTATIVE

- Handled In-bound customer service calls for banking matters.
- Processed transfers, checked payments, verified wires, and deactivated lost/stolen cards.
- Followed procedures to prevent fraud and loss of funds for the company
- Researched missing deposits, fraudulent transfers, used LexusNexus to prevent fraud.

PGT WINDOWS 04/2021 – 7/2021
CUSTOMER CARE REPRESENTATIVE

- Responded to calls & emails to assist customer with ordering windows.
- Provided information to dealers about delivery dates, orders on back order
- Processed warranty replacement of damaged products, shipment issues,
- Submitted requests for permitting, custom orders, and engineering
- Notified Logistics of items to be picked up or delivered to the wrong location

HOME SHOPPING NETWORK 3/2020 – 5/2021
TELEPHONE CUSTOMER SERVICE

- Responded to in-bound calls assisting customer with ordering items from HSN.
- Provided information to Customers about items they wish to purchase. Looked up appropriate information to the best of my ability in our database about their orders. If necessary, transferred them to the appropriate department for further assistance.
- Submitted lost packages and damaged goods to logistics
- Prevented fraudsters from accessing customer's accounts

ALORICA 11/2019 – 3/2020
TELEPHONE CUSTOMER SERVICE REPRESENTATIVE

- Handled In-bound customer service calls for banking matters.
- Processed transfers, checked payments, verified wires, and deactivated lost/stolen cards.
- Followed procedures to prevent fraud and loss of funds for the company
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MICROSOFT 06/2016 – 10/2019
CUSTOMER SERVICE - PRODUCT ADVISOR

- Provided exceptional experiences for customers by finding various technology solutions and services to fit their needs.
- Teaching users Microsoft Office suite & Windows 10 Operating system tips and tricks

- Providing technical assistance with computer malfunctions or scheduling service if needed.
- Maintaining company merchandising and signage standards.
- Cross-trained as an Inventory Control Expert
- Responsible for shipping and receiving computers and other devices daily
- Entering in new stock and providing a report of low stock, out of stock, end of life, or backorder.
- Responsible for processing cash and credit payments at a register.

APEX TREE AND LANDSCAPE OFFICE MANAGER

08/2015 – 8/2016

- Answered in-bound and out-bound calls from clients to schedule estimates & work
- Invoiced any work completed and logged it in excel.
- Kept detailed paper and computer records using Microsoft Office & LawnPro software.
- Provided the Crew, Estimator, and Landscaper with a schedule of work to be completed daily
- Ordered any materials, office supplies, parts, and equipment.
- Obtained permits for tree removal, digging, and fence building.
- Created forms & marketing emails for the company.
- Processed new hires information for payroll.
- Scheduled 811 service to come out before work was scheduled

APAC TELEPHONE CUSTOMER SERVICE REPRESENTATIVE

08/2013 – 08/2015

- Answered in-bound calls for cancer patients
- Triaged calls as general customer service or transferring them to medical assistance
- Handled Chat, Email & Website inquiries
- Called customers to check up on them during treatment as part of our service.

US ARMY FOOD SERVICE SPECIALIST

08/2001 – 09/2002

- Preparing food for 1500-2100 people daily in house and off-site
- Maintaining vehicles and other equipment needed for deployment
- Supervising the soldiers that were sent to KP (dish washing detail).

Skills & Abilities

- Microsoft Office Suite, Salesforce, Adobe Acrobat, & Lawn Pro Software
- Certified Microsoft Innovative Educator
- Excellent customer service via chat, email, phone, and face-to-face interactions
- Weekly finance reports and accounting
- Labeling, organizing, filing, copying, and document creation.
- Processing payments via Cash, Check, or Mobile payments
- Locating new suppliers and pricing equipment for resale
- Invoicing, billing, call logging, estimate creation, and data entry
- Delegating work to the different landscaping teams
- Scheduling appointments
- Shipping, Receiving, and maintaining proper stock levels