

Kimberly Ansus

Manager

Shreveport, LA
ansusk@yahoo.com - 318-686-4067

A management position that utilizes my education and leadership skills

WORK EXPERIENCE

Collections Specialist

CenturyLink - Shreveport, LA - December 2015 to Present

Responsibilities

As a Collections Specialist, I am responsible for collecting debts owed to Centurylink by customers. I collect \$800.00 an hour.

Accomplishments

I have collected half a million dollars on behalf of Centurylink.

ACE 2.0 Agent

Sitel - Nashville, TN - 2015 to Present

Responsibilities

As an ACE 2.0 agent, I am a tier 3 agent meaning the last resort. Customers are transferred to me when tier 1 or 2 agents could no longer help. That is why ace 2.0 agents have to be able to handle ALL call types. I handle tech support calls aiding customers in resolving issue with their receiver or satellite. I also handle billing issues, customer retention, and sales calls. Every month I have a sales quota to meet such as 10 pcs of equipment, 20 premium channels, and 3 bundles a day.

Skills Used

sales
interpersonal
self motivator

Manager

Absolutely Spotless - 2007 to 2013

Determine staffing requirements, hire and train new staff, supervise direct reporting staff according to overall company policy, apply strategic planning to determine company, collect debt owed to the company by clients, department or unit objectives, set employee goals and objectives, develop staff to maximize potential, and monitor staff performance including performance reviews.

Dispatcher

Bayou Security - 2007 to 2008

Manage client accounts, file and record data, and dispatch either police or service technician according to the nature of the alarm

EDUCATION

AA in Business Management

University of Phoenix - Phoenix, AZ
June 2010 to January 2013

BA in Criminal Justice/Pre-law
Northwestern State University

ADDITIONAL INFORMATION

COMPUTER SKILLS

- Operating Systems: Windows 95 & later versions
- Proficient in Microsoft Office and Excel
- Type 45 WPM