

Edson Lalone

Enrollment Counselor - Univers Workplace Solutions

edson_hockey@yahoo.com - 951-858-7844

Energetic and dedicated to providing world class customer service. Efficiently work toward exceeding goals. Advanced knowledge of various computer applications, customer service, data entry, and quality control. Thrive in an individual or team environment.

WORK EXPERIENCE

Enrollment Counselor

Univers Workplace Solutions - Irvine, CA - October 2014 to Present

Assist employees of other companies enroll in their 2015 benefit packages.

- Educate employees on the benefits being offered to them by their employers.
- Assisted employees by explaining the difference in term life vs whole life. Critical illness vs Accident insurance.

Assistant Restaurant Manager

Vidal Junction Café - Vidal, CA - February 2009 to February 2014

Trained and coached employees to assure world class service

- Purchased supplies and equipment as needed.
- Assisted customers to resolve any customer Issues about the food or service.
- Completed employee disciplinary write-ups when necessary.

Night Shuttles Supervisor

Irvine, CA - May 2007 to February 2009

Responsibilities:

- Supervised 25+ drivers,
- Arranged special pick-ups and deliveries
- Sorted all incoming and outgoing mail bags for corporate accounts.

Customer Service Supervisor

San Bernardino, CA - May 2006 to May 2007

Inbound and outbound call center with a high volume of daily calls

Responsibilities:

- Supervised customer service representatives in our San Bernardino office.
- Place Shipment requests.
- Provide customers with tracking of packages.
- Handle escalated calls.
- Make sure our customers have a great experience and want to have all their shipments processed by ACC.

Credit Card Verification - Corona, CA - September 2005 to January 2006

Hockeymonkey.com / Corona, CA

Responsibilities:

- Daily contact with multiple financial institutions for verification of credit card billing information.

- Accurately process credit card transactions.
- Provided customer service back up as needed
- Filed claims with UPS and FedEx.

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Customer Service Representative

Hockeymonkey.com - Corona, CA - September 2004 to September 2005

Corona, CA

Inbound and outbound call center with a high volume of daily calls.

Responsibilities:

- Assisted customers place orders via phone, email and fax.
- Assisted customers with up sales and cross sales to assure they were getting the best product for their needs.
- Verified in stock inventory as requested
- Provide tracking information upon request.

Office Specialist

Apple One - Riverside, CA - May 2004 to August 2004

Other/Not Classified

Responsibilities:

- Temporary placement with City of Riverside
- Setting appointments for preventive maintenance and repair of 2500+ vehicles.
- Provided customer follow up of services.
- Assisted with accounts payable.

Scan Coordinator

Albertson's - Riverside, CA - October 2003 to March 2004

Retail

Responsibilities:

- Primary duties include receiving price changes represented in weekly ad.
- Managed 2 - 6 employees in the changing and resigning of products on display.
- Ran and audited quality reports of price changes.

Customer Service / Salesperson

Kohl's - Corona, CA - February 2003 to November 2003

Retail

Responsibilities:

- Provided customer service in Jewelry and men's clothing departments.
- Assisted customers with decisions through up selling and cross selling of products.
- Working experience with cash handling,
- Credit card and check processing

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Quality Assurance

Smith + Noble - Corona, CA - January 2001 to February 2003

Inbound and outbound call center with a high volume of daily calls.

Responsibilities:

- Monitor and capture 10 calls per month for 1/3 of a 100+ call center customer service representatives.
- Score calls to verify world class customer service is being provided.
- Mentor and coach customer services representatives on a weekly basis in a side by side manner.

Customer Service Representative

Smith + Noble - Corona, CA - February 2000 to January 2001

Responsibilities:

- Assist customers over the phone with their home décor needs.
- Aiding customers with all aspects of ordering and owning treatments.
- Answered customers pre-order questions regarding measuring of products and options available all the way to warranty repairs and parts.
- Helped with the training and development of new representatives.