

Christopher Doster

Inbound Sales/Customer Service Representative - Time Warner Cable

Los Angeles, CA

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Authorized to work in the US for any employer

WORK EXPERIENCE

Inbound Sales/Customer Service Representative

Time Warner Cable - Van Nuys, CA - July 2015 to Present

- Maintained customer records by updating account information.
- Resolved product and service problems by clarifying customer's complaints determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintained financial accounts by processing customer adjustments
- Recommended potential products or services to management by collecting customer information and analyzing customer needs.
- Prepared product and service reports by collecting and analyzing customer information

Pharmacy Assistant

DHS Health - Hollywood, CA - January 2014 to July 2015

- Stocked and inventoried prescription and over-the-counter medications
- Cleaned pharmacy equipment to ensure the sterility of equipment and supplies
- Managed incoming deposits and expenses reports
- Record keeping of patient drug interactions to patients with severe drug medication allergies
- Assisted in dispensing medications and medication education

In Home - Dallas, TX - June 2012 to October 2013

Dallas, TX June 2012-October 2013

Care Giver

- Assisted in cleanliness of patients with bathing and grooming
- Prepared food and beverage
- Reminded patients of medication times and dosage
- Maintained light housekeeping and sterilization
- Transported patients to various appointments and assisted in errands
- Monitored changes in client's health
- Scheduled physician appointments and maintained patients medical schedules
- Provided companionship and understanding to benefit patient needs

EDUCATION

Diploma in General Education

Frisco Centennial High School - Frisco, TX

2011

ADDITIONAL INFORMATION

- Extensive training in customer service
- Highly computer proficient in administrative software and office peripherals: MS Office, Outlook, Lotus Notes on PC/Mac/Tablets
- Strong Scheduling experience and adept knowledge in organization of office fundamentals
- Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills
- Listening, Phone Skills with advanced training in conflict resolution