**Kassisadoll Harris**

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**Summary**

Hardworking and responsible customer service professional with over 10 years’ of experience providing a high degree of sales and support to managers, large-teams and senior-level executives. Excellent ability to multi-task under pressure and learn new computer programs and applications with little or no supervision.

**Highlights**

Outstanding verbal and written communication skills Strong analytical and organizational skills

Skilled in answering multi-line phone equipment Goal Oriented

Solid sales, customer service, and marketing experience Team player

Accurately types 35+ wpm

**Computer Applications and Software**

Word Power point Excel AS/400

Outlook Lotus Notes Access

**Professional Experience**

**American income life, Ontario, CA** Life Insurance Agent, 09/2015 – Present

* Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes, or to change beneficiaries
* Calculate premiums and establish payment method.
* Customize insurance programs to suit individual customers, often covering a variety of risks.
* Ensure that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.

**Alta Resources, Orange County, CA** Customer Service Agent, 09/2012 – 2/2015

* Delivered a high level of professionalism and quality through by providing exceptional customer service
* Problem solved customer issues or concerns by providing solutions and gathering of sensitive information, and/or detailed product information with a sense of urgency while using a positive and empathic approach at all times
* Managed inbound inquires, requests, complaints and related Kohl’s customer shopping experience
* Maintained knowledge of current sales and promotions; maintains pricing and visual standards
* Issued Kohl’s cash and rewards points to consumers to mitigate any dissatisfaction in the Kohl’s shopping experience

**Countrywide, Lancaster, CA** Foreclosure Document Processor, 08/2007 – 12/2010

* Handled client inquiries/general support with required documents (i.e. hardship letters, financial statements, etc.)
* Processed/ logged workout packages before submitting to workout review committee
* Coordinated with local counsel, foreclosure counsel and legal parties to oversee legal process and timing
* Reviewed, evaluated, and conducted financial feasibility analyses and underwriting of applications for the Bank’s affordable housing and community development programs

**Education**

**Casa Loma College Van Nuys, CA**

**Associate of Science Degree May 2011**