

Reginald Littleton



Contact

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Summary of Qualifications

- Experience working closely with other teams/departments to ensure any issues raised are resolved in timely manner.
- Experience responding to inquiries in writing using professional email skills with Microsoft products.
- Understanding of trouble tickets from creation, entering them into a database and correctly referencing them to the appropriate team members.
- Understanding of version control repository systems.



Work History

**10/2019 -
Current**

Billing Specialist – Rackspace

San Antonio, TX

- Assist on various projects and task as assigned by management and meet all deadlines associated with project work.
- Research and created knowledge base solutions for customers and coworkers meant for specific issues.
- Provide inter-departmental collaboration by escalating unresolved issues to appropriate support functions.

**09/2017 -
10/2019**

Accounts Receivable Specialist – Rackspace

San Antonio, TX

- Create, respond to, escalate, and track all outstanding tickets in multiple segmented internal systems through completion and closure.
- Answered customer inquiries via email and tickets concerning current balance and payment options.
- Handled daily inbound calls while providing superior customer service to customers as it pertains to account billing, payment support and explanation of services and usage.

**09/2015 -
11/2017**

Order Entry – QVC Call Center

San Antonio, TX

- Inputting all customer information, basic data entry and all clerical entries related to customer purchases.
- Providing relevant information, upselling products and services, and answering customer questions in an expected call time of 90 seconds or less.
- Maintain high level of confidentiality and work with highly sensitive data and information.



Education

Bachelor of Business Administration in Management

The University of Texas at San Antonio: May 2017