

Kaden Nwarache
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Customer Service Professional with excellent customer service skills, management practices and is technically savvy.

Core Competencies

- Understanding of business, management and excellent customer service
- Background in Customer Service
- Proficient in MS Office

Professional Experience

Amazon Fulfillment
Warehouse Associate

June 2020 – Current

- Processing, packaging and shipping orders accurately.
- Organizing stocks and maintaining inventory.
- Inspecting products for defects and damages.

E-financial Insurance

Customer Service Representative

June 2016 – June 2020

- Handled large volumes of incoming customer inquiries (50 to 100 calls per day)
- Accurately identified, researched and responded to customer's inquiries relating to service.
- Reviewed account history to ensure all payers have been billed; validated accuracy of payments and adjustments; updated accounts
- Served as a subject matter expert and resource around customer service, , guidance, and support to team members towards the achievement of operational objectives.

Education

Robert Morris College

BA: Expected May, 2022

GPA: 3.0

References

Available Upon Request