

MERCHANT SERVICES ADVOCATE

Summary

Management Experience and a Desire to Work for the Best

Skilled Management Professional eager to contribute expertise, strong personnel development skills, and communication talents toward actively supporting an organization in maximizing performance.

Highlights

- Client relations specialist
- Team management
- Focused on customer satisfaction
- Training and development
- Deadline-oriented
- Customer Relationship Management software (CRM)
- High customer service standards
- Employee relations specialist
- Call center management experience
- Strong problem solving ability
- Customer service management expertise

Accomplishments

Exceeded corporate target for customer satisfaction for 4 months in a row.

Experience

07/2013 to Current

Merchant Services Advocate Company Name - City , State

- Solves challenging member situations creatively and efficiently - while maintaining the LivingSocial brand promise of surprising and delighting - utilizing strong listening skills, empathy and probing techniques to identify reason(s) for disconnect and overcome objections.
- Builds and strengthens relationships with merchants by providing an exceptional merchant experience to ensure quality experiences.
- Manages logistics of promotions directly with the merchant via phone and email.
- Quickly responds to and resolve all merchant questions/issues.
- Keeps records of merchant interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Problem solving by utilizing internal teams to solve complex issues.
- Communicates effectively across all internal channels and provide effective solutions.

11/2013 to 03/2014

Mobile Sales Consultant (Seasonal) Company Name - City , State

- Provided personalized service and exceptional expertise for customers.
- Handled all aspects of the sale including: customer contracts and warranties, customer payments, cash and credit card/check transactions.
- Developed, maintained and communicated strong, up-to-date knowledge of wireless products, accessories, pricing plans and service features.

07/2012 to 07/2013

Operations Supervisor/T-Mobile Gen Care Company Name - City , State

- Maintained client satisfaction.
- Oversaw that agents were meeting required metrics (KPI's).
- Coached agents to help them grow and succeed in the goals they set forth (Coach to behaviors).
- Implemented new changes and ensure that everyone is on board with the new changes, with address and concerns that took place.

- Set career paths and mentored individuals seeking to move up in the company.
- Scheduled meetings and interviews also interviewed individuals interest in new positions (Hiring Manager).
- Assisted with training individuals to learn the skills necessary for the client/ LOB.
- Organized training groups as well as facilitated them.
- Quality Assured calls to ensure company policies were meet.

08/2011 to 07/2012

Operations Team Lead/AT&T Consumer Mobility Company Name - City , State

- Effectively oversaw all agent personal payroll processing, attendance, etc.
- Efficiently trained new employees in company policy and procedure.
- Consistently ensured delivery of quality customer service vital to sustaining and growing client base.
- Sent an EOD report to all Operations teams that included an hourly interval report and information that pertained for that day.
- Calibrated every week with all contact centers and client to review QA.
- Looked at intervals to ensure the Service Level, Forecast Percentage, Abandon Rate, and calls answered were at the clients expectations.
- Communicated with other Operation Management Centers to go over questions or concerns for the day.
- Held meetings with Operations Manager and also with the client over Webex and phone to review results.
- Coached agents on daily basis on performance (Quality Assurance, Adherence, Sales conversion rate, etc.)
- Successfully steered home goods sales operations to generate high volume growth and revenue.

05/2009 to 07/2011

Assistant Supervisor Company Name - City , State

- Maintained contact with kitchen staff, management, serving staff, and customers to ensure that dining details are handled properly and customers' concerns are addressed.
- Speak with patrons to ensure satisfaction with food and service, to respond to complaints, or to make conversation.
- Assigned patrons to tables suitable for their needs and according to rotation so that servers receive an appropriate number of seatings.
- Checked with customers to ensure that they are enjoying their meals and take action to correct any problems.
- Presented menus to patrons and answer questions about menu items, making recommendations upon request.
- Inspected dining and serving areas to ensure cleanliness and proper setup.

Education

2015

Certificate : Systems Administration/Networks Pima Community College - City , State , USA

Pima Community College Certificate, Systems Administration/Networks, 2015 - Present

Grade: A

GPA: 3.8

Languages

English (Native or bilingual proficiency)

Spanish (Native or bilingual proficiency)

Skills

- Operations Management
- Team Leadership
- Customer Experience
- Training