

## ADVISOR

### Summary

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

### Skills

- High customer service standards
- Call center management experience
- Proficient in customer account software
- Strong problem solving ability
- Conflict resolution proficiency
- Customer Relationship Management software (CRM)

### Accomplishments

Promoted to Call Center Manager in 2002.

### Experience

Advisor 02/2007 to 08/2016 Company Name City , State

Supervise a team of over 10 employees

Make adjustments on customer accounts as needed

Assist itune customers by adding or deleting services and products

As an adviser I am the customer's first point of contact representing Apple

Support many popular products like iPhones, iPads, MacBooks, and desktop Macs

Healthcare Representative 08/2005 to 02/2007 Company Name City , State

Looked up members charts to give lab results apon request.

Assisted Members with appointments, referrals and tranferring to a nurse.

Maintained 100% compliance with all hospital and government regulations (HIPPA).

Confirmed and updated personal information every call to make sure Kaiser member accounts where up to date.

Billing Specialist Supervisor 04/2001 to 08/2005 Company Name City , State

Supervised 10- 15 call center employees

Provided employee training as needed to my teamAssisted Comcast customers with billing inquiries and disputesImplemented employee incentives to keep up employee morale

Education and Training

Bachelor of Arts : Business Management 2017 University of Phoenix Business Management  
Rancho Cordova, Ca, USA

### Skills

Professional, friendly, compassionate, active listener who processes the ability to Multi-task