

CUSTOMER ADVOCATE

Career Overview

Objective

To secure an Administrative Specialist/Office Manager position and use my expertise and proven skills in order to positively contribute to the efficient operation as well as the reputation of the business

Ability Summary

Outstanding customer service skills: proven success in client needs assessment, providing reassurance and customized solutions, and ensuring highest level of customer satisfaction attainable.

Technologically savvy: proficient in Microsoft Office Suite (Outlook, Money, Excel, Wordperfect 12), Quatro Pro, Peachtree Accounting, Timeslips 2007, Dictation, ITI Banking Software; expert knowledge in Cellular Technology and troubleshooting skills for smartphones, basic cell phones and wireless network connection

Proven success in call center environment: seasoned in operating call center equipment and technology; excellent interpersonal communication skills in oral and written formats

Highly skilled as a secretary: adept at accounts receivable and payable duties, routine correspondence, and handling confidential client information

Demonstrated loyalty and dedication to company's missions

Formally educated in illustration, photography, and basic graphic design

Skill Highlights

- Microsoft Office Suite
- Peachtree Accounting
- Spreadsheet development
- Schedule management
- Telephone Skills
- Scheduling
- Travel booking
- Minute Taking
- Customer Service
- Critical Thinking
- Creative Problem Solving
- Cellular Expert
- Troubleshooting Smartphones
- Troubleshooting Network Connections
- Troubleshooting Internet and Wi-Fi Connections

Core Accomplishments

Calendaring

- Planned all meetings and travel for CEO.

Process Improvement

- Oversaw implementation of new phone system which resulted in more cost-effective service.

Research

- Investigated and analyzed client complaints to identify and resolve issues.

Multitasking

- Demonstrated proficiencies in telephone, e-mail, fax and front-desk reception within high-volume environment.

Customer Service

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

Payroll Assistance

- Assisted with payroll preparation and entered data into cumulative payroll document.

Professional Experience

Customer Advocate

September 2007 to March 2015 Company Name - City , State

- Answered a high volume of incoming calls in a national call center from current and prospective customers as well as sales associates
- Actively listened to each client to ensure complete understanding of their concerns and provided innovative and individualized solutions
- Conducted complex problem solving and made sure each client obtained resolution, reassurance and positive customer service experience at the end of their phone calls
- Accessed client account database to retrieve information and update changes, all the while maintaining personable and professional phone conversations with customers
- Flexibly adjusted communication styles to each caller, particularly in terms of their level of familiarity with cellular technology and service structures, to ensure that they understood instructions, policies and procedures
- Administered device-related troubleshooting
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Maintained up-to-date knowledge of constantly changing services and products, in order to provide customers with the accurate information and best solutions.

Legal Secretary

January 2006 to May 2007 Company Name - City , State

- Prepared court documents, deeds, real estate transfer statements, purchase agreements, contracts, power of attorney, wills, and routine correspondence
- Performed accounting duties including accounts receivable, accounts payable, entry of time slips, monthly billing, payroll, payroll taxes, and balancing of trust accounts and estates
- Greeted clients and offered them seats as they waited, updating them of their appointment status
- Scheduled appointments for clients, administering reminders for both clients and lawyers
- Ensured the office was well-stocked with supplies and organized for the maximum efficiency.

Administrative Assistant/Customer Service Rep

August 2005 to January 2006 Company Name - City , State

I worked directly with the President of Doane College and the Chief Financial Officer to schedule and plan meetings and events, put together materials for the fall board meeting, took minutes, handled board member inquiries, booked travel arrangements and created itinerary for work trips.

Retail Banking Representative II

June 2002 to August 2003 Company Name - City , State

- I provided excellent customer service, assisting customers with account inquiries via phone and in person
- Opened accounts, solved problems and cross-sold financial products
- Scanned checks, daily balancing of my drawer, the ATM, vault and total branch balancing

Education

Bachelor of Arts : Majors: Fine Art and Biology , 1985 Doane College - City , State

Presidents Scholarship, Doane College - 4 years

Outstanding Achievement Scholarship, Doane College- 4 years

Pallet Scholar Award, Doane College- 4 years

American Legion Award, Loup City, NE - 1981

Special Recognition Award for Outstanding Yearbook Editor - 1985

Mary L. Chapin Senior Art Award, Doane College - 1985

Yearbook Editor and Co-Head Photographer -1984 and 1985

President and member, Delta Chi Upsilon Sorority

President and member, Doane Art League

Art Editor, *XANADU* literary magazine

Alpha Lambda Delta and Cardinal Key Honor Societies

GPA: 3.44

Skills

Office and accounting - accounts payable, accounts receivable, payroll, billing, taxes

Customer service excellence and executive administrative assistance - personal banker, national call center representative for major wireless company, secretary for President of a college, secretary for a lawyers office

Problem solving and critical thinking - billing, service, sales, wireless network troubleshooting, wireless device troubleshooting