**Mekenna Baker**

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**Summary**

I’m a skilled customer support and data entry specialist who is looking for a new career closer to home. I have 6 years experience interacting with clients in a professional manner and maintaining correct and up to date data profiles in various systems.

**Skills & Abilities**

* Maintains minimum typing skills at 60 WPM
* Maintains average ten key skills at 9,500 KPH
* Excels at organizing and prioritizing large workloads
* Proficient at navigating various database and spreadsheet software.

**Experience**

**CUSTOMER SUCCESS SPECIALIST |WELLS FARGO| JUNE. 2020 - CURRENT**

* Work as a customer success specialist for Wells Fargo within their online banking department
* Receive and answer incoming calls in regards to customer’s checking, saving, and online accounts.
* File claims, and place stop payments per customer’s request to help protect their account
* Order new checks by request, as well as new DEBIT/ATM cards when they are lost/stolen, or not received.

**ELIGIBILITY SPECIALIST |CONDUENT| AUG. 2019 - MAY. 2020**

* Worked under a contract for the State of Indiana’s Family and Social Services Administration.
* Assisted clients on eligibility for state benefits, including: SNAP, TANF, and MEDICAID.
* Maintained an overall average of over 97% within my quality metrics.

**CUSTOMER SUPPORT SPECIALIST II**|**CONCENTRIX**|  **NOV. 2018 – JULY 2019**

* Worked under a contract for Spectrum Mobile, where we assisted customers with purchasing new devices, setting up cellular service, and troubleshooting issues they may have experienced on their device.
* Handled billing by processing payments and updating credit card information by customer request.
* Consistently stayed within call center statistics, such as call time frame, 100% customer surveys and low off call time.

**DATA ENTRY SPECIALIST | WELLS FARGO | JAN. 2018 – NOV. 2018**

* Processing applications due to Product Open Processes to see if the applicant was qualified to have a banking account opened.
* Contacted clients on behalf of their application if there was a fraud alert, legislative fee, or military hold to clear and verify information.
* Double checked, and completed services listed on account such as: Sending checks and banking cards, setting up overdraft protection, and online banking services.
* Completed online manual credit and social security searches when necessary to qualify applicants.

**CAPTIONING AGENT/CUSTOMER SERVICE | CAPTIONCALL | FEB. 2016 – DEC. 2017**

* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Politely assisted customers via telephone.
* Answered an average of 100 calls per day by addressing customer inquiries, solving problems and providing new product information.
* Directed calls to appropriate individuals and departments.
* Reviewed final works to spot and correct errors in punctuation, grammar and translation.
* **Education**
* High School Diploma | June 2015 | Jordan High School