

Customer Service Representative/ Team Leader Customer Service Representative/ Team Leader
Customer Service Representative/ Team Leader - Blue Cross Blue Shield Association Baton Rouge,
LA Seeking a role that includes assisting with developing and reviewing process documentation,
design, development, and testing of new process automation. Work Experience Customer Service
Representative/ Team Leader Blue Cross Blue Shield Association - Austin, TX May 2018 to Present
Interacted with customers to handle complaints, send out brochures, and provide information about
the company's programs and services. Recruited and trained ten (10) employees, on conflict
resolution skills, call control, soft skills, and how to navigate the knowledge base system.
Designed a presentation describing an improved system to increase efficiency in call performance,
which would allow 15% reduction in quality assurance. Helpdesk Technician Southern University -
Baton Rouge, LA January 2016 to Present Providing desktop and network support to faculty/staff
and students across campus. Setup of PC labs, property management, and distribution of Dell
desktop and Apple iMac equipment across campus Troubleshooting various hardware and
software issues ranging in Microsoft Office to Ricoh printer using Kace ticketing system. Front- End
Developer/ Web Designer Web Portfolio - Bastrop, LA February 2018 to May 2018 Developed a
web portfolio displaying accolades, volunteer experience, contact information, and programming
skills for self-educational purposes. Implemented page designs in HTML5, CSS3, JavaScript, and
Bootstrap. Collaborated with colleagues to optimize application for maximum speed and
scalability. Education Bachelor's Skills C+ (Less than 1 year), Css (Less than 1 year), Data
structures (Less than 1 year), Microsoft office (3 years), Ms office (3 years), Call Center, Customer
Service, Team Lead, Customer Care

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