

CUSTOMER SERVICE REPRESENTATIVE CUSTOMER SERVICE REPRESENTATIVE

CUSTOMER SERVICE REPRESENTATIVE Kenmore, WA Hard-working professional with 7+ years of experience and a proven knowledge of conflict resolution, customer retention, and process simplifications. Aiming to leverage my skills to successfully fill the Customer Service Associate role at your company. Contact keithgledhill1@gmail.com (206) 890-1187 15509 61st Ave NE Kenmore, WA, 98028 Work Experience CUSTOMER SERVICE REPRESENTATIVE Grange Insurance Association - Seattle, WA May 2018 to June 2019 Provided customer service, including limited instructions on proceeding with claims or referrals to auto repair facilities or local contractors.

Reviewed unique policy information with customers to verify identity and determining applicable coverage to apply and adjuster to assign. WEB DEVELOPER & DIGITAL MUSIC STRATEGIST All Star Opera LLC - Seattle, WA April 2016 to April 2019 Designed and actively maintained band website, establishing a central platform for sharing upcoming events, press recognition, promote future bookings and exhibiting consistency through an active presence across all online platforms. OFFICE MANAGER Roberts Music Institute - Bellevue, WA February 2015 to February 2018 Performed all day-to-day administrative duties, facilitating complex scheduling operations, ensuring that all instructors' programs are being fully efficiently utilized. These duties extended to key accounting functions such as accounts receivable, QuickBooks reporting, and calculating staff payroll. Education B.A. in Business Administration GONZAGA UNIVERSITY - Spokane, WA May 2014

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