

Rene Harris

P.O. Box 31041 Portland, Oregon. 97231 503.285.6239 gnewlife@aol.com

Operations/Customer Service

Representative

~A dedicated OPS/CSR with motivation to maintain customer satisfaction/ and to contribute to company success~

Core Strengths

- Multitask Management
 - 10 Key by touch
 - Experienced MS Word, Excel
 - As400, Hogan and Cstar database experience
 - Supervisory experience
-
-

Personal Strengths

- 22 years of operations/customer service
 - Accountable and reliable
 - Dependable motivated self-starter
 - Ability to work individually or with a team
 - Experience to manage multiple priorities
 - Efficiently triage work load while under pressure
 - Technically inclined with a proven ability to trouble shoot
 - Strong organizational and follow-up skills
-
-

Experience

- Processed documents
- Imports/entered data
- Maintained records and identifies/researched complex items
- Support daily operations by completing all assigned tasks
- Provided weekly, monthly and quarterly reports listing client track records
- Implementing new processes and systems for improving customer/internal department service
- Worked under strict deadlines and responded to service request and emergency call outs
- Cross-trained and provided back up for the other data processors when needed
- Developed reputation as an efficient service provider with high levels of accuracy and excellent customer service
- Responsible for handling customer/internal department account inquiries and complaints

- Supervised team in the absence of the Manager
- Prepared incoming/outgoing mail and correspondence, including e-mail and faxes

Employment

1990-2011

Wells Fargo Bank

Operations Processor

Work Director 1

References

Alaina Knight 503-490-3273

Luanna Bourget 503-886-2886

Jason Sampson 503-886-2858