**Kristie Cole**

**9356 SW Maplewood  Dr. Tigard, OR 97223**[**Kristiecole@ymail.com**](mailto:Kristiecole@ymail.com)

**(503) 442-7383**

**o Excellent writing and document preparation skills**

**o Developed ability in verbal and interpersonal communication**

**o Able to manage multiple responsibilities simultaneously; focused and motivated**

**o Adept at editing documents for presentation and publication**

**o Extensive experience using and maintaining computers, internet-based research**

**o Proficient utilization of Microsoft Office Suite and QuickBooks**

**PROFESSIONAL EXPERIENCE**

**The Personnel Department**June 2011 – September 2013

**Customer Service Representative**

 Check to ensure that appropriate changes were made to resolve;

conferred with customers by telephone or in person to provide information

about products and services, to take or enter orders, explain information,

cancel accounts, or obtain details of complaints

 Advise customers of necessary actions and strategies for debt repayment

 Arrange for debt repayment or establish repayment schedules based on

   customers’ financial situation

 Exceeded expectations and received awards recognizing abilities as

*Company Collector of the month*

**COMCAST**– Jackson, MS.                                            July 2010 – July 2011

**Customer Account Specialist**

Assist customers with returns, purchasing store protection plans and service packages.

Scheduling in-home service, answer telephone inquiries from customers and stores

regarding the status of units and other service issues.

Assist with new employee training including store policies, services,

financing options and register operations.

***Education***

**Tougaloo College**(Jackson, MS)               B.A. in English                              May 2007

**References:**Available Upon Request