

Leonard A. Morgan Jr.
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Summary:

An independent self-motivated professional with excellent troubleshooting and communicating skills; able to grow positive relationships with clients and colleagues at all organizational levels. As well as an organized, detail-oriented team leader and player, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.

Objective:

To obtain a challenging position with a progressive organization in which my professional growth, strengths and business expertise can assist in achieving organizational goals.

Education:

Atlantic Technical Center, Coconut Creek, FL
Major: Network Support Services
Anticipated graduation date: 05/2017

Qualifications:

40 WPM

Thorough knowledge of database with several POS and ECOMMERCE systems/platforms.

Word processing, troubleshooting, data entry.

Exceptional customer service skills.

Ability to perform complex tasks analyze and solve problems, while at the time prioritize multiple projects. Demonstrated ability to maintain confidentiality; organize workload to ensure deadlines are met.

Experience:

09/2014-08/2015 First Data, Coral Springs, FL

Terminal Support/Customer Service Representative

09/2015-Current TMS Health A Xerox Company, Boca Raton, FL

Customer Service Specialist

Duties:

Answered Inbound calls to assist customers with billing and account inquiries.

Ensured workflow efficiencies, customer service excellence, and quality assurance

Exercised a mature, diplomatic approach to resolving problematic issues

Provide clear and efficient client support/technical assistance via telephone to our client.

Solid understanding for troubleshooting of networks, routers, software and hardware issues.

Comfortable communicating technical information in a simplified way.

Reference:

Available upon request