Charles T. Bennett

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Customer Service

Customer-centric professional with proven track record of providing world-class support in various customer service roles. Over 7 years of work-from-home experience, with a dedicated and quiet workspace, up-to-date computer equipment, noise cancelling USB headset and fast internet speed needed to successfully work from home.

**Core Competencies**

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| * Ability to achieve established goals and performance metrics. * Polished professional presence and demeanor. * Ability to make decisions and work with little supervision. * Strong professional telephone presence. | * Excellent verbal, written and interpersonal skills * Dynamic organized, detailed and time-management oriented. * Ability to quickly learn new software and systems. |

Professional Experience

GC Services, Mesa, AZ (Remote)

**Remote Customer Service Representative**, 6/2015 – Present

Play an integral role in providing accurate information about client products and services, tracking systems for recording call notes, troubleshooting system issues and scheduling technical callbacks. Perform Team Lead duties when needed, such as new hire training, knowledgebase input and supervisor calls.

Key Contributions:

* Promoted to Team Lead within 9 months of working for the company.
* Customer satisfaction percentage (based on surveys and feedback) was consistently above 98%.

Conduent, Austin Texas (Remote)

**Remote Customer Service Representative**, 4/2013– 5/2015

Researched and resolved billing inquiries, set-up new payment arrangements for clients with past due accounts. Assisted in determining borrower level of default risk and the preparation of borrower assessment reports.

KeyContributions:

* Demonstrated solid analytical and communication skills.
* Recovered past due amounts on more than 85% of calls taken.

Education and Credentials

**HS Diploma –** Monrovia High School – Monrovia, CA

**Awards & Recognition**

The BIG Bonus AWARD, Highest Call Volume, GC Services 2015