**Michael A. Bondurant**

**1427 W. Oldham Ave.**

**Knoxville, TN 37921**

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(865) 232 ­​2509

**EDUCATION**

2004-­​2008

Bachelor of Arts (BA) in Arts and Sciences, majoring in Political Science (GPA 2.8) Peer Mentor University of Tennessee Adult Student Services Center/2005​2007

**PROFESSIONAL EXPERIENCE**

**February, 2016-​­August, 2016**

**Law Offices of Ogle, Elrod, and Baril​­Knoxville, TN**

***Intake Specialist***

Processed applications by telephone and answer questions concerning Social Security Disability Insurance (SSDI). Enter information into Windows computer system. Also answered general questions from clients and potential clients concerning the entirety of the Social Security disability application process. E​mail and fax clients and co​workers/supervisors various information as necessary.

**2007​­2015 (August)**

**West at Home, Inc. Omaha, NE**

***Sales/Customer Service Representative***

Performed sales and customer service duties for various clients including an appliance manufacturer, a cellular service provider, and a direct sales organization using clients' software on my Windows 7 computer with a traditional phone line in my home.

**2004­2006 Comcast­Knoxville**

***Sales/Customer Service Representative***

Performed outside sales of high speed internet service for existing Comcast clients. Upsold/cross sold

other Comcast products and services as needed. Also resolved customer service issues as needed.

**2004­​2007**

**The University of Tennessee Knoxville, TN**

***Student Office Assistant***

Performed various office duties including answering phones, taking messages, distributing email to various University departments using Groupwise system. Also filed, sorted, created and distributed confidential reports, updated Web site information in a timely manner with University office that is responsible for maintaining student records and student privacy.

**2003­2004**

**Suntrust Banks­Cookeville, TN**

***Sales/Customer Service Representative***

Opened new loan and deposit accounts of various types for new and existing SunTrust Bank customers. Cross​sold and upsold all customers to uncover new business opportunities. Recognized by upper management on two separate occasions for providing superior customer service. Consistently met

or exceeded sales goals.

**2000​­2002**

**Dialamerica Marketing, Inc. Winter Park, FL**

***Quality Verifications/Sales Representative***

Listened for accuracy and completeness of telephone sales presentations that were recorded on tape selling various consumer products. Made clerical corrections and called customers back to provide correct information as needed. Also responsible for tralning of new employees in the department.