**Sequoia Edwards**

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(760) 818-5002

**QUALIFICATIONS**

Polished, professional customer service rep offering: over 5 years of experience providing customer support in busy call center environments. Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes. My past work experience in Customer Service has equipped me with the resources needed in today's fast-paced, customer service industry. I have encountered virtually any possible scenario that may arise in a customer service setting. My experience has allowed me the opportunity to develop or improve many skills. For example, my ability to; problem solve, communicate, and to deal with situations in a professional manor

**EXPERIENCE**

1/2014 - 37/2017 Crossfire Marketing Group Victorville, CA

Telemarking Rep

\* Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).

\* Became the lead "go-to" person for new reps and challenging calls as one of the company’s primary mentors/trainers of both new and established employees.

\* Read Script to customers trying to get them to switch “gas” provider.

\* Made over 100 outbound calls on auto-dialer and, I also made several calls manually to return calls to follow up on sales and to establish the sale.

\* Took over 100 inbound calls daily regarding customer's accounts.

9/20011 - 11/2014 Teleperformance USA Ogden, UT

WAMU Credit Card Collections

\*Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

\* I was able to successfully use a script during my presentation with exceptional verbal skills.

\* Activated and processed credit card applications over the phone.

\*Took payments via check and credit card within a call center setting.

\* Up-sold products and promotions. \* Made over 300+ calls daily with an accomplished 95% of cold calling sales and 98% of collecting payments for past due accounts.

8/2008 - 7/2011 Time Warner Communications Ontario, CA

Customer Service Rep

\* Deliver world class customer service and build customer satisfaction and loyalty.

\* Provide effective and timely resolution of a range of customer inquiries. \* Strive for one-call resolution of customer issues.

\* Complete ongoing training to stay abreast of product, service and policy changes.

\* Strike a positive and cooperative tone with both customers and coworkers.

\* Demonstrate best judgment in the disbursement of adjustments and credits.

\* Increase the customer experience by providing information on new products, rate plans, and services through up selling opportunities.

EDUCATION

2006 Liberal Arts Associates Degree - Victor Valley College, Victorville, CA

2003 General Education High School Diploma - San Gorgonio High, San Bernardino, CA

\* Received honor roll my senior year.

\* Perfect attendance all four years of high school.