**Erika Cox**

**Kansas City, MO. 64130**

**816-308-5902**

**ecox67@gmail.com**

**Professional Objective**

Obtain stable work at home employment to utilize and develop my skills for the benefit of the prospective company and to enhance my skills and experience.

**Areas of Strength/Skills**

Customer Service/Sales ▪ Lead Generation ▪ Telemarketing ▪ Multitask

Detail Oriented ▪ Communication ▪ Quick Learner ▪ Problem Solving

Self Motivated ▪ Disciplined ▪ Administrative ▪ Quick Learner

Online Research ▪ Computer Skills ▪ Data Entry/Typing – 60 wpm

**Professional Experiences**

**Appointment setting phone Agent (PT work from Home)**

2017-present

Financialize

* Contact prospective customers who completed an online form for retirement accounts and are interested in setting up a call or appointment with a financial advisor. Ask a variety of questions to make sure they qualify for service and gather information from lead for the local advisor.

**Customer Service Agent/Lead Generation (work from home)**

2012-2017

NextRep/PharmMD

* Answered inbound and outbound calls from customers making purchases online or through various other outlets, such as TV and infomercials, and online. Offered additional products for customers to purchase. Contacted leads offering medical assistance and medical options as benefits for their insurance. Handled all customer account information and inquiries.

**Court Researcher (work from home)**

2004-2012

LRP Publications, West Palm Beach, FL.

* Researched court documents for national personal injury publication for attorney evaluation purposes.
* Called courts to collect data required information for case files.
* Hired and trained court researchers to collect and submit case information online.

**Administrator Assistant/Trainer/Lead Generation Agent (PT work from home)**

2001-2006

National Health care Discount, Overland Park, KS.

* Made outbound calls offering medical benefit insurance program
* Maintained and organized database files and work records for managers.
* Assisted in the ongoing process of hiring, training, and maintaining new sales reps.
* Emailed various reports and contacts.
* Trained new sales reps/telemarketers.

**Additional Skills**

MS Office

Google Documents

Adobe

Email

Internet

Software

Skype

CRM

Transcription

Proofreading/Editing

**Education**

Bachelor’s Degree in Criminal Justice

Central Missouri State University

Warrensburg, MO. 1994