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REFERENCES

AMANDA RILEY,
SENIOR MANAGER
VERIZON
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DAWN TUREN,
SENIOR MANAGER
VERIZON
614-561-2390

NICK ATTANASIO,
SUPERVISOR
VERIZON
614-432-5968

CUSTOMER SERVICE PROFESSIONAL

Experienced customer service professional with proven track record of success in Customer Satisfaction. Currently leading a team of frontline employees to achieve a balanced scorecard.

Held many different roles spanning from sales to technical support. Branded as a tech subject matter expert amongst my peers and team.

WHAT I DO

- Proven record to drive metrics through training and development, increased KPI's in multiple areas of the business
- Ability to motivate employees during national incentives
- Foster a team environment focused on industry knowledge and technical expertise
- Accountability focused while maintaining employee relationships
- Strong desire to continue education and promote professional development amongst my peers

PROFESSIONAL EXPERIENCE

Customer Service Supervisor | Verizon Wireless
2014 - 2018

- Motivated a team of 12-14 representatives using daily and weekly performance coaching
- Effective goal setting while clearly setting team objectives
- Drive career progression within my team to promote mastered skills
- Continuously improved productivity of representatives by recognizing deficiencies and creating customized coaching and action plans.
- Created a team culture that promoted advocating for customers and finding ways to add value to their experience through additional products and services
- Ensured brand repair through customer follow-up

PROFESSIONAL DEVELOPMENT

- NEW HIRE MENTOR
 - PROGRAM MANAGER
– WIRELESS WORKSHOP INITIATIVE
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EDUCATION

CompTIA A+ Certification,
8/14- 8/17
High School Diploma,
Willard, OH

Tier 2 Technical Support | Verizon Wireless 2012 - 2014

- Provided exceptional customer service and technical support for internal and external voice and data product customers
- Troubleshoot hardware and software issues and identify network/applications issues
- Provided detailed information on how to set up/configure data and voice products
- Verified provisioning and diagnose device or Network issues
- Troubleshoot for PC Operating systems, specifically Device Manager and TCP/IP configuration
- Used various administrative department tools and on-line resources for customer resolution
- Used trouble ticket system for tracking customer interactions and problem resolution

Small Business Specialist | Retail Sales | Verizon Wireless 2010 – 2012

- Educated and generated excitement for customers while creating innovative business solutions
- Understood and sold cutting edge integrated software solutions including; Cloud, Security, and Google platform
- Generated revenue and met sales targets.
- Developed and qualified leads within respective territory to drive additional sales opportunities through cold-calling and leading generation campaigns
- Closed sales and customer contracts
- Provided follow-up training for new business customers.
- Tracked and reported progress through sales force automation tools

Sales & Finance Specialist | Wallhead Auto Sales 2005 – 2010

- Provided complete sales transaction with customers, from the initial contact to securing financing.
- General office management
- Created and managed company marketing materials

