

CHRISTIE V. HARWELL

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PROFESSIONAL EXPERIENCE

PL Marketing

Marketing Set Team Member

February 2015 – Current

- Identifying opportunities to increase sales with recommendations for new items.
- Make recommendations to improve product placement, promotional opportunities, and resolutions for any supply issues
- Consistently communicate sales opportunities to supervisors and regional representatives
- Work independently to execute category marketing plans
- Apply strong merchandising skills and ability to read, understand and implement marketing set layouts to completion
- Direct temporary workers in completion of marketing projects when needed
- Travel to vendor sites in support of marketing completion
- Budget management while traveling regionally.
- Partnering with other company departments on project completion.

Verizon Wireless

Business and Government Center Operations

Business Solutions Specialist

February 2012 – November 2014

- Exceeded all component metrics by personally reaching 100-200% on employee representative performance, Smartphone Upgrades, Upgrades, and Accessory Sales.
- Leveraged relationships with all internal departments providing one call resolutions.
- Verified that all customer problems are completely resolved.
- Conducted analysis of business accounts to provide and implement recommendations for proactive measures to save customers and increase customer retention and loyalty.
- Proactively researched ideal product match for corporate clients based on their functions and requirements.
- Successfully met department metrics that led to increase in employee representative performance and Net Promoter Score while decreasing repeat calls within the Business Sales Solutions department.
- Obtained an understanding of customers' business day-to-day operations and recommend Verizon Wireless products and services as solutions.
- Responded to high-risk customers and potential disconnects to reduce customer loss and increase customer loyalty.

Verizon Wireless

Business and Government Center Operations

Business Support Coordinator

December 2010 – February 2012

- Ranked in the top 20 for sales and up sales in the South Area Business and Government Center Operations for October and November.
- Directly assisted business customers with account maintenance and support via high-volume phone management.
- Analyzed and communicated complex and technical information by adjusting the language and terminology to meet the needs of the customer (internal and external) in a professional manner.
- Explained features and benefits of wireless products and services, made recommendations based on customer needs to support a growing number of wireless/data products, and continuously demonstrated proficiency in product knowledge and call handling skills
- Account Management to improve customer loyalty and create additional revenue

- Used problem-solving skills and Microsoft Excel to track and resolve customer issues and concerns.
- Received and processed telephone calls and customer orders for Consolidated Major, National, Fortune 500, and Small to Medium Business Accounts
- Troubleshoot, assessed, and resolved issues surrounding all facets of provisioning: billing, order status, pricing, delivery, activations setup, etc.
- Utilized computerized systems for information gathering

Extra Space Storage

Property Manager/ Storage Consultant

October 2006 – December 2010

- Account Management to improve customer retention and create additional revenue
- Trained New Hires and provided Customer Service via face to face and over-the-phone contact with our customers.
- Maintained customer satisfaction by problem solving, conflict resolution, diffusing customers conflicts by using excellent communication and negotiating skills
- Performed Monthly Financial Management
- Regulated Operations for facility functionality
- Partnered with Head Quarters to increase customer base

EDUCATION

Georgia Perimeter College
Information Technology
2017- Current

Strayer University
Information Technology
2013-2014