

# Craig Powell

Tucson, AZ | [LinkedIn](#) | 520-338-3506 | [Email](#)

## EDUCATION

### **Kenzie Academy**

*Full Stack Web Development*

**Indianapolis, IN**

*October 29, 2021*

- Completed with 102% completion rate, HTML, CSS, JavaScript, React, Python, Django

## WORK EXPERIENCE

### **Alorica**

*Customer Service Agent*

**Tucson, AZ**

*August 2018 to Present*

- Employed empathetic approach to maximize opportunity, build rapport with customers, and actively listen to needs.
- Demonstrated quality and service standards consistently when responding to requests.
- Used an order management system along with other systems to ensure that accurate information was consistently provided to the member.

### **MarketSource**

*Wireless Team Member*

**Tucson, AZ**

*October 2017 to August 2018*

- Engaged with and assisted customers with purchasing the right phone to best fit their needs.
- Educated the customers on new features that they may not know about.
- Ran account status checks and applications for new lines of service.

## LEADERSHIP EXPERIENCE

### **Alorica**

*ATM (Assistant Team Manager)*

**Tucson, AZ**

*July 2019 to October 2020*

- Took escalated calls from agents when members wanted to speak to a supervisor.
- Coached agents on de escalation techniques.
- Maintained 25 to 40 accounts at any given time and followed through to resolution
- Closed 3 to 5 accounts daily and documented results.

### **Alorica**

*TM (Team Manager)*

**Tucson, AZ**

*October 2020 to August 2021*

- Maintained a team of 15 to 20 agents.
- Coached agents on missed opportunities from their quality scores.
- Took escalated calls from hourly supervisors and worked to completion.
- Identified and addressed agent training needs
- Created action plans for each agent weekly.

## SKILLS & INTERESTS

**Skills:** Microsoft Word, Oracle, Microsoft Excel, Microsoft Teams, Google Meet, Client specific order system,