

Daniel Goldin

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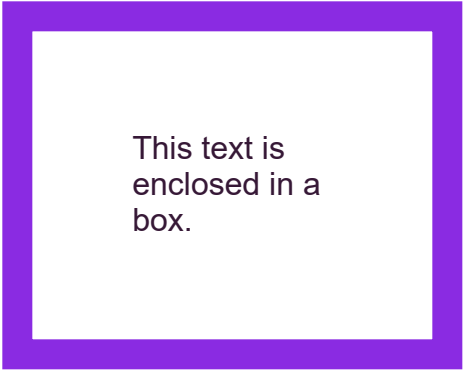

About

Hi im Daniel. Im 29 and from Austin, TX I love coding even tho I have only been doing it for about three months. In my spare time I have a wife and an eleven year old to hang out with. I also have a new baby on the way. I am passionate about what I do and a quick learner.

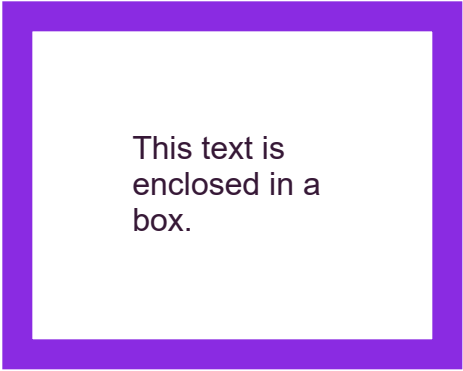
Portfolio

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Contact

Phone Number: 512-
348-3393 Email:

Resume

Daniel Goldin

Austin, TX 78759
danielxgoldin@yahoo.com
+1 512 348 3393

To excel in a financial position with a customer-oriented company by exercising my problem solving, communication and managerial skills in an active, growing and fast pace work environment.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

ARA Diagnostic Imaging - Austin, TX
October 2020 to April 2021

- 1. Provided scheduling assistance for all diagnostic imaging equipment.
- 2. Answered any questions related to payment of procedures and out of pocket costs vs. deductibles.

Technical Support Associate

Amazon.com - Seattle, WA
April 2020 to October 2020

- 1. Handled incoming calls that provided technical support for all Amazon devices, and customer service issues.
- 2. Assisted in the handling of accessibility for deaf and blind customers.

Builder Representative

G.C.M Holdings Inc - Austin, TX
April 2017 to August 2017

- 1. Work hand-in-hand with Outside Sales associates by performing the administrative functions that ensure our customer's needs are being met.
- 2. Support the Outside Sales team by ensuring the delivery of personalized customer service through timely quotations and accurate order processing.
- 3. Updating customer contracts, coordinate deliveries with the warehouse, and answer sales calls for general information.

Acting Supervisor

Harte-Hanks - Austin, TX
January 2016 to August 2016

- 1. Manage customer service call center account, with a total of 8 agents/staff.
- 2. Manage day today operations ensuring weekly client service objectives are met.
- 3. Ensure workload and workforce management objectives are met to meet the demands of the aggressive marketing campaigns.
- 4. Provide professional and organizational development direction to staff.
- 5. Developed and implemented new training and customer service training process.
- 6. Implemented processes to improve quality of service
- 7. Implemented processes to improve coaching techniques and coaching varieties

DanielxGoldin@gmail.com