Khetawana Murphy

734 Tower Avenue

Hartford,CT 06112

**CUSTOMER SERVICE/ OFFICE PROFESSIONAL**

**PROFILE SUMMARY**

Preprint Logistics Bloomfield, CT 2008, 2009

**Tracker**

Verified and applied account information, tracked and confirmed delivery of shipments.

Safe Home Security Rocky Hill, CT 2005

**Collections Representative**

Established and monitored payment arrangements, collected payments on delinquent accounts, revised contracts, accessed and reported to all major credit agencies.

Bobs Discount Furniture Manchester, CT 2003

**Customer Service Representative**

Responded to inbound calls in a call center for, service appointments, exchanges, and troubleshooting.

AT&T Berlin, CT 2001

**Advanced Customer Service Representative/ Help Desk**

Assisted customer service peers with billing errors, credits, escalated calls, and troubleshooting.

TCI Cable Berlin, CT 1999, 2000

**Customer Service Representative**

Responded to inbound calls in call center for billing, and troubleshooting and made service appointments.

**EDUCATION**

Weaver High School

Greater Hartford Urban League GED

Ten week Customer Service Training TCI