**Kelly Conrad**

74 Terrace Gardens

Wallingford, CT 06492

(203) 605-0603

kellyconrad@gmail.com

**SKILLS:**

* More than 7 years customer management experience
* Able to review and understand service contracts
* Strong written and verbal communication skills
* Ability to identify, resolve, and implement results in a timely manner

**EDUCATION:**

**UConn, West Hartford, CT** February - April 2012

*College of Continuing Studies, Paralegal Certification Program*

**Southern Connecticut State University, New Haven, CT**In progress

*Liberal Arts Major, Concentrations in English and Psychology*

**EXPERIENCE:**

**Verizon Wireless**

*Continuity Marketing Coordinator, Meriden, CT*2009 - Present

* Responsible for customizing available promotions and services to meet customer’s needs
* Provided timely follow-ups through email or phone contact
* Ability to recognize, diffuse, and assist with escalated customer situations
* Selected as a member of the Point of Contact team as backup supervisor support
* Frequently chosen to train or coach fellow representatives
* Worked with direct supervisor to revise and create scripts for outbound sales programs

*Customer Service Representative, Wallingford, CT*2007 - 2009

* Resolved billing issues by negotiating credits and rerating past bills
* Researched equipment issues and performed basic troubleshooting steps
* Handpicked from over 800 representatives to serve on a four-member team creating a brand new Retention department in 2009 to help lower customer cancellation rates

**IKEA,** *New Haven, CT*

*Kitchen Expediter* 2006 - 2007

* Responsible for all post-sales issues and inquiries regarding kitchen customers
* Shipped or hand-delivered missing or replacement hardware or merchandise to ensure deadlines could always be met
* Designed and implemented email survey to improve customer satisfaction
* Responsible for tracking distribution orders and researching distribution manifest for outsourced delivery company
* Trained all services coworkers in distribution and delivery procedures
* Tracked in-store claims and presented findings to sales managers for retraining purposes
* Recognized as Coworker of the Month in May 2007

*Services Coworker* 2005 - 2006

* Acted on a team of coworkers handling customer phone calls for assistance in assembly, sending missing pieces, or replacing damaged products
* Created cases to streamline customer resolution and track repeat issues
* Served as backup coworker support and training for all services departments
* Able to quickly and efficiently balance customer needs in person, on the phone, and via email
* Received Kundtjanst award (for excellent customer service) in 2005

**COMMUNITY OUTREACH:**

**Secretary, Board of Directors**

*Terrace Gardens Condominiums, Wallingford, CT*

**Habitat for Humanity**

*Member 2002-present*

*Vice President, SCSU Chapter 2003-2005*

* Volunteered in New Haven to renovate homes
* Traveled to New Mexico in 2002 and California in 2003 to build brand new homes
* Headlined fund-raising campaigns while serving with the SCSU chapter