# CHELSEA BARTOW

**EMAIL:** [chelseabartow@gmail.com](mailto:chelseabartow@gmail.com) **ADDRESS:** 15 Merli Road, Windsor, CT 06095

**PHONE:** 785-218-7890

**OBJECTIVE:** To obtain a position in the client service arena, which offers personal challenges as well as the ability to grow professionally.

**TECHNICAL SKILLS:** Microsoft Word, Excel, PowerPoint, various client information databases such as iNAV System, ICOMS System

**EXPERIENCE:**

*Affinitas Marketing Solutions* (vendor of Cox Communications), Lawrence, KS Sept. 2010 – August 2011

**Relocated to Connecticut**

**Senior Customer Service Representative**: Supervised 9 call center representatives, providing direction of technical support of cable television and internet ,reviewed calls and conducted one-on-one sessions for coaching opportunities, provided assistance and instructed reps on customer service and technical challenges; instrumental in on-going performance reviews relative to transfer rates, call hold times, call resolution time, other statistical ratings provided to management for performance analytics; instrumental in providing input for incentives relative to high performing candidates; handled customer escalations to ensure client satisfaction, including but not limited to fee concessions and time-limited no-charge product offerings; reviewed survey results for process improvement and /or rewards; facilitated and conducted training sessions (2-week extensive training sessions for new reps, enhancement training for more seasoned reps). In addition to the above, I functioned as a customer service representative, providing detailed instruction to customers on cable set-up and internet issues through resolution.

*Jazzhaus*, Lawrence, KS – Waitress / Server 2011 (concurrent to above)

*Replay Lounge*, Lawrence, KS - Bartender / Server 2011 (concurrent to above)

*Alorica, Inc.* (vendor of Sprint), Topeka, KS 2007 – 2009

**Customer Service Representative -**Provide technical support / detailed instruction through resolution of cellular communications, including telephone coverage settings, new service and telephone set-up (such as telephone and internet service, 3G challenges, billing efficiencies), resolved billing issues including but not limited to credits, fee concessions, time-limited no-charge product offerings, customer retention credits and/or product offerings.

*United States Post Office*, Topeka, KS (temporary agency: Labor Pros) - Mail Sorter 2008 (concurrent to above)

*Frito Lay*, Topeka, KS (temporary agency: Labor Pros) - Packaging Associate 2008 (concurrent to above)

*Taco Loco*, Topeka, KS - Waitress / Server 2007 – 2009 (concurrent to above)

**EDUCATION:**

Topeka High School, Graduate (business curriculum)

* Graduated with 3.9 GPA
* Accomplishment: High Honors

**VOLUNTEER EXPERIENCE:**

* YMCA – basketball instruction, grammar school children (summers)
* United Way of Greater Topeka – donation coordinator for clothing and food drives
* Junior Player Development – football camp assistant instructor for grammar school (boys)
* Helping Hands Humane Society – animal shelter maintenance and companionship
* St. Francis Health Center (hospital environment) – assist surgical patients with daily activities