**Denise Alston**



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**Career Overview**



Employment that offers daily challenges, diversity, and opportunity for advancement and professional growth.

**Core Strengths**



|  |  |  |  |
| --- | --- | --- | --- |
| ● | Strong organizational skills | ● | Courteous demeanor |
| ● | Creative problem solver | ● | Energetic work attitude |
| ● | Developed listening skills | ● | Customer service oriented |
| ● | Excellent communication skills | ● | Multi-line phone usage |

* MS Windows proficient
* Effective solution development
* Fast learner with a wide range of practical skills

**Accomplishments**



* Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and ensure customer satisfaction.
* Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.

**Work Experience**



**Licensed Realtor**

July 2005 to August 2011

**Douglas & Tinker Realty** – Hartford, CT

Interview clients to determine what kinds of properties they are seeking. Prepare documents such as representation contracts, purchase agreements, closing statements, deeds and leases. Act as an intermediary in negotiations between buyers and sellers, generally representing one or the other.Provide exceptional customer service in a fast paced environment, worked as a virtual agent

**Customer Service Representative**

July 2006 to March 2010

**FM- Facility Maintenance** – Hartford, CT

Answer phones on an 800 number, and respond to customer requests.

Provide customers with product and service information. Follow-up on customer inquires not immediately resolved. Complete call logs and reports.Dispatch maintenance service calls to high end clients.

**Customer Service Representative**

July 2004 to April 2005

**Comcast Communications** – Berlin, CT

Answer phones on an 800 number, and respond to customer requests.

Provide customers with product and service information. Follow-up on customer inquires not immediately resolved. Complete call logs and reports.Research billing issues.

**Educational Background**



**Cape Cod Regional Technical High School** 1996

Harwich , MA

**Everest University**

Tampa , FL

Criminal Justice

**Keywords**



Call center environment, customer service, phone skills, outbound calls, customer requests, internet, counseling, product knowledge, telecommunications, billing research, Microsoft word, Microsoft excel.