

DONALD MARCELLUS

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EXPERIENCE

JANUARY 2020 – PRESENT

ELITE ACCOUNT EXPERT, T-MOBILE USA

Responsible for balancing the company's P&L by better-preparing agents to handle both sales and service. Making sure revenue is a key component while not cutting corners on customer satisfaction.

JULY 2016 – DECEMBER 2019

SENIOR ACCOUNT EXPERT, T-MOBILE USA

Responsible for assisting customers by breaking down and resolving billing issues, positioning sales of devices, and lines of service.

MAY 2014 – JUNE 2016

SENIOR TECHNICAL EXPERT, T-MOBILE USA

Responsible for assisting customers with resolving issues associated to their devices, network, and sim cards. Ensuring the customer is able to enjoy their service while fixing short-term and long-term problems.

EDUCATION

JUNE 2007

HIGHSCHOOL DIPLOMA, MISSION HIGH SCHOOL

SKILLS

- Attention to detail
- Knowledge of multiple billing and technical systems
- Consistency
- Time management and organizational skills
- Empathy and compassion
- Excellent verbal and written communication