

Madison Simons

CONTACT

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WORK EXPERIENCE

Capital One

June 2013 — May 2015

Customer Service Coordinator

- Understand and answer account specific questions; deliver exceptional quality service by utilizing all available channels
- Educate customers on the utilization of Capital One's credit cards, rewards services, continued loyalty, and spend, and ability to translate customer behaviors into recommendations for card use and new card acquisition
- Provide payoff amounts and process debit card and check by phone payments
- Submit manual credit limit increase reviews
- Waive fees and/or interest on accounts and reset grace period if necessary
- Upgrade credit card accounts
- Redeem rewards
- Assist cardholders with the online servicing of their account; remove account locks, provide username(s), issue temporary passwords
- Schedule and complete follow ups with customers
- Occasionally facilitate team meetings in manager's absence
- Maintain a quiet remote work environment

Lowe's

January 2012 — November 2013

Customer Service Specialist/Inventory Replenishment

- Process returns with and without proof of purchase
- Process payments and sales transactions
- Some shifts performed in cash office; provide accurate balancing of all Lowe's transactions and receipts, ensure security over all funds, process and file paperwork as directed
- Walk the entire store and scan all empty product space for accurate inventory reporting; process reports for each department to restore stock
- Operate store equipment in assigned area (including but not limited to multi-line telephone, paging system, copiers, fax machines, computers, etc)
- Ability to interpret price tag and UPC information

Pick Of The Litter

June 2010 — August 2011

Manager/Senior Groomer

- Answer phones; book appointments and give quotes
- Verify with customers in detail how they'd like their pet trimmed
- Maintain a safe and clean work environment for myself, other employees and animals
- Trim pet in strict accordance with the instructions on the information card
- Settle cash register at end of business day and occasionally make bank deposit

Capital City Beverages

**December 2007 — December
2008**

Office Administrator

- Answer multiple phone lines; take messages and route calls; provide customer service

- Manage all walk-in sales and assist new customers in establishing accounts
- Daily solicitation to obtain sales orders to meet monthly quotas; data entry for processing of orders
- Data collection and reconciliation of route driver product deliveries and returns
- Inventory control, monetary transaction reporting including sales deficiencies
- Data entry for final route sale reconciliation and maintain various reports in Microsoft Excel utilized by warehouse manager and for sales analyses
- Data entry of brewery and vendor invoices into MAS 90
- Hourly labor reporting for bi-weekly payroll using TimeTrax Pro

REFERENCES

Melissa Schneider, Capital One Work @ Home Unit Manager Phone: (727) 777-9719

Victor Rodriguez, Lowe's Admin Manager Phone: (813) 313-1424

EDUCATION

Radio/Television Broadcasting
Connecticut School of Broadcasting

January 2011 — April 2011