

# Andrea Biggers

Greenville, SC 29607

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To provide superior levels of customer service to an organization that empowers their employees to make decisions and recognize the value of their contributions.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Customer Service Representative**

Acceptance Auto Insurance - Greenville, SC - 2015 to Present

#### Responsibilities

Identify and solicit sales prospects in agency database

Evaluate leads obtained through referrals, and leads database and cold calling

Meet with existing and prospective clients each week to select appropriate insurance policies.

Finalize sales and collected necessary deposits.

Calculate quotes and educate potential clients on insurance options.

Followed up with customer on unresolved issues.

### **Receptionist**

Harvest Hope Food Bank/Trace Staffing-Temporary Position - Greenville, SC - June 2015 to August 2015

#### Responsibilities

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures; monitoring logbook; issuing visitor badges.

Serve as the primary contact for potential and active volunteers.

Actively recruit volunteers on an ongoing basis.

Coordinating delivery or pickup of collected food drive items to the Food Bank.

Other duties as determined by the Executive Director.

### **Account Service Representative**

Amica Insurance - Greenville, SC - 2014 to 2015

#### Responsibilities

Reviewed new and renewal customers as well certain endorsement in order to determine insurability based on corporate guidelines and standards.

Reviewed and inspected supporting documents

Finalize sales and collected necessary deposits.

Calculate quotes and educate potential clients on insurance options.

### **Customer Service Coordinator-Seasonal**

Market Place America - Greenville, SC - November 2014 to December 2014

#### Responsibilities

Assisted with registering individuals for benefits through the Affordable Care ACT.

Answering questions concerning the various plans in the Market Place.

### **Repair CSR**

Windstream Communications - Greenville, SC - November 2012 to March 2014

Answer all inbound calls from our customers, internal or external, regarding any trouble or service issue they might be experiencing across the entire Windstream Enterprise product suite.

Create and Assign Customer Incident Reports to the Enterprise Repair Center Technicians with all required customer and product information.

Utilize multiple systems to verify customer services and perform low level trouble isolation tasks when services are not working correctly.

Provide excellent customer service by promoting Open communication with our customers in their most critical situations.

### **Repair CSR**

Apex Technologies(Contract position with Windstream) - Greenville, SC - 2012 to 2012

Repair CSR

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### **Helpdesk Analyst**

Preceptis - Greenville, SC - 2011 to 2011

Respond and diagnose problems through discussions with users and includes problem recognition, and isolation.

Handle incoming customer calls, validating caller and processing request for optimal resolution on the first call.

Process requests that are submitted electronically and through the mail.

Maintain work queues, completing all task timely.

Adhere to published work schedule at all times.

Update customers on the status of open cases tickets

Follow proper escalation procedures at the customers request.

### **Dealer /Technical Support Agent**

Alorica - Simpsonville, SC - 2009 to 2011

Processed returned authorizations for Samsung Authorized dealers via SAP

Communicate with field sales representative in regards to special orders as well process orders for parts.

Arrange pick-up for damaged or defective home appliances and electronics from dealer locations.

Provide Samsung customer with information and technical support for DTV product and services.

Research simple to complex problems and provide resolution to Samsung customers.

Worked on projects assigned by management in Dealer Support.

### **Order Editor**

Hubbell Lighting - Greenville, SC - 2008 to 2009

Edited the configuration of lighting orders before submitting via AS400 Order entry system to the plant to be built.

Processed ready to ship orders that are currently stocked in the distributions centers.

Filled in at the switchboard as needed.

**Order Editor**

Maristaff - Greenville, SC - 2008 to 2008

Temp-Perm Position)

Edited the configuration of lighting orders before submitting them to the plant to be built.

Processed ready to ship orders that are currently stocked in the distributions centers.

Filled in at the switchboard as needed.

**Credit and Collection Analyst**

Staples - Columbia, SC - 2007 to 2007

Minimized days outstanding and account balances over 90 days past due

Credited unapplied payments while increasing percentage current

Minimized bad debt write-offs and maximize cash receipts while being sensitive to internal and external customers

Promptly resolved billing issues

Worked with Staples EDI, CSS, and Sales as well as customer IS groups to promptly resolve EDI issues

Processed Proof of Delivery, credit memos, other documentation support when necessary to resolve account differences with customers

Worked with customers, management, and internal departments to determine alternative payment options when necessary

Used assertive yet sensitive communication techniques in dealing with delinquent customers

Promoted strong collaborative relationships between the Collections teams and all other Staples internal teams, especially Sales, Accounts Receivable, Customer Service

Actively monitored and documented customers whose aging became severe

Notified management of write-off concerns

Recognized and proactively communicated potential billing and collections issues.

**Program Manager /Behavioral Intervention(Part-time)**

Maxim Healthcare - Greenville, SC - 2005 to 2007

Marketed wrap services to Non-profit organizations

Interviewed, recruited, hired and trained external employees for Wrap Around Services

Performed general office management functions such as word processing, responded to e-mails and answered incoming calls

Demonstrated the ability to exercise judgment and discretion in interpreting and applying policies and procedures established by superiors

Monitored the department's budget and fiscal obligations to help ensure the efficiency office operations

Assisted in the planning and coordination of conferences, workshops, and meeting.

Behavioral Interventionist

Observed and interviewed youth and their support systems.

Monitored the client, assessed progress and modified behavioral plans if necessary.

Addressed any immediate behavioral dangers or threats to DSS or Continium of Care.

**Interim Healthcare**

Maxim Healthcare - Greenville, SC - 2005 to 2006

Client Service Representative

Processed healthcare referrals

Coordinated scheduling for Certified Nursing Assistants and Nurses.

Corresponded to e-mails and performed office management functions such word processing, data entry and filing

**Collections Representative**

Ford Credit - Greenville, SC - 2002 to 2005

Assist team leader with mentoring new representatives on calling techniques, identifying areas of opportunity and answered questions on collection policy and procedures

Placed inbound and outbound collection calls to a high volume of customers

Reconciled billing problems

**EDUCATION****Business Administration**

Benedict College-studies

**ADDITIONAL INFORMATION**

South Carolina and North Carolina Property and Casualty Insurance License

Computer Skills

Word/Excel

AS400 /SAP