

Jahala Simmons

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Summary

Versatile Customer Support professional highly effective at conflict resolution and persuasive communication. Hard working and Knowledgeable with a can-do attitude and willingness to help at all times.

Skills

- Professional and friendly
- Multi-tasking
- Computer Proficiency
- Customer Needs Assessment
- Email, Organizational Skills
- Microsoft Office Suite
- Critical Thinking
- Documentation
- Executive Management Support
- Computer Proficiency
- Creative Problem Solving
- Customer Needs Assessment
- Multi-Task Management

Experience

Samsung Electronics America

February 2015 to January 2018

Escalations Specialist

Richardson, TX

Our department was duties involved handling all escalations sent to all top level executives of Samsung. This team was responsible for handling all escalated issues sent to the President and other top level executives, we had a turnaround resolution and handle of 48 hours. These duties also involved responding to all Attorney General complaints, Resolved and respond to all Better Business Bureau complaints within one day. Properly ensured customer satisfaction through phone and email follow up with the customer, our team handled and ensured all top level executives were kept informed of any pertinent issues especially ones that could potentially escalate to media. Provided resolution to relevant leadership teams. Daily Reporting was mandated and submitted to the legal team at the end of each business day Opened tickets, logged calls into a computerized call tracking system, and owned tickets through resolution, organized records of all managed cases.

Samsung Telecommunications America

February 2012 to February 2015

Risk Management Specialist

Plano, TX

As a Risk Specialist for a Telecom company one must constantly be thinking about the inner workings of the business, analyzing areas that could pose a risk, and then taking steps to eliminate those risks, I was called on to do a variety of such things , such as reducing the volume of repeat return of mobile devices, reporting to headquarters on a weekly basis the of bounce rates. Surveying clients, Searching for any conditions where liability could occur and coming up with processes to eliminate ongoing issues as well as presenting these processes to necessary department heads.

Samsung Telecommunications America

May 2010 to February 2014

Call Center Supervisor

Plano, Tx

Interviewed, hired and trained new quality customer service representatives.
Trained staff on how to improve customer interactions.
Made reasonable procedure exceptions to accommodate unusual customer requests.
Assisted with the development of the call center's operations, quality and training processes.
Oversaw training of new team members and mentored each to promote productivity, accuracy and friendly service.
Supervised total department call volume of 80 per day.
Managed department schedules to maximize coverage during peak hours.
Reduced amount of employee overtime by 50% by effectively delegating tasks.
Owned team productivity metrics.
Interviewed, hired and trained new quality customer service representatives.
Addressed negative customer feedback immediately.
Recommended changes to existing methods to increase the accuracy, efficiency and responsiveness of the customer service department.
Effectively managed departmental expenses to stay within allocated budget.

EMC2 Corporation (TAC staffing) Contract

March 2005 to January 2007

Customer Support Technician

Hopkinton, MA

Duties included dispatching customer engineers. Provided administrative support for onsite Customer Engineers, Served as a Liaison between customer and Field Engineers, Monitored Service Level Agreement to ensure contractual obligations were being met. Ensured correct and timely closure of service orders. Field Engineers work orders, Informed Service Account Managers of any ongoing field issues that could affect contractual agreement. Contacted customers to provide update on case information Monitored Customer Engineers workload balance, calling in additional coverage if needed.

Microsoft Corporation

February 2008 to February 2009

XBOX/ Escalation Supervisor (Volt) Contract

Las Colinas, Texas

Resolved customer complaints and concerns with strong verbal and negotiation skills.
Displayed courtesy and strong interpersonal skills with all customer interactions.
Trained new employees and explained protocols clearly and efficiently.
Informed customers about issue resolution progress.
Researched, resolved and followed up on customer issues.

National Grid power company

November 1997 to March 2005

Customer Service Representative

Westborough, MA

Handled customer questions regarding billing inquires, collections, reported power outages. Setup new service for energy customers and transferred service for existing customers.

Education and Training

Phoenix College

Business

Phoenix, AZ, United States