

Arthelia Bolden
811 Tifton Ct
Lancaster TX 75146
thelia26b@gmail.com
972 748 3017

Professional Summary

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to maximize the customer experience.

Professional Experience

UT Southwestern Hospital

Diet Clerk

November 2018 to February 2019

Dallas TX 75235

- Worked closely with the dietitians to ensure patients were meeting ordered diets from doctors
- Took more than 100 calls from patients taking orders and ensure they are not going over numbers.
- Managed a number of other office duties including fax, copy etc.

Cartus

Real Estate Coordinator

April 2017 to October 2018

Irving TX 75063

- Assisted former or current military members with getting connected with Real Estate Agents
- Accepted incoming and made outgoing calls to members to confirm eligibility and make sure things were going smoothly.
- Assisted with the development of call center operations, quality and training processes.

Chase Bank

Escalation Business Banker

July 2014 to August 2016

Arlington TX 76018

- Provided accurate and appropriate information in response to customer inquiries.
- Maintained up to date records at all times
- Built customer loyalty by placing follow up calls for customers who reported product issues.

El Centro Community College

Administrative Assistant IV

October 2013 to July 2014

Dallas TX 75202

- Planned travel arrangements for one executive and staff.
- Maintained the front desk and reception area in a neat organized fashion.

- Dispersed incoming mail to correct recipient's throughout the office.
- Manage a number of other office duties including fax, copy etc.
- **Capital One Bank**

Business Banker

Irving TX 75063

March 2007 to July 2013

- Assisted with the development of call center operations, quality and training processes.
- Assisted the training staff with how to improve customer interactions.

Education

High School Diploma: Faith Family Academy; Dallas TX

- 3.8 GPA; 2003 Class Salutatorian