

MONSHIQUE WHITTIE

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PROFESSIONAL SUMMARY

Diligent Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Able to enhance customer experiences by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty.

SKILLS

- Professional telephone demeanor
- Computer proficient
- Complaint resolution
- MS Office proficiency
- Good listening skills
- Customer service
- Credit card processing
- Data entry
- Creative problem solving

EDUCATION

Lancaster High School
Lancaster, TX • 2011

High School Diploma

WORK HISTORY

ETCC - Customer Service Representative
Richardson, TX • 05/2018 - Current

- Collaborated with cross-functional teams and diverse colleagues to accomplish team objectives and serve customer needs.
- Educated customers about billing, payment processing and support policies and procedures.
- Assessed caller accounts to determine WSDOT benefits, identify service needs and resolve issues.

Global Inc - Customer Relations Specialist
Dallas, TX • 09/2015 - 11/2017

- Reviewed order data on daily basis to verify transactions and shipping dates.
- Handled high volume paperwork and collaborated with accounting department to resolve invoicing and shipping problems.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.