

April Walker
Dallas, TX
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SUMMARY

Strategic and responsive Customer Service Rep. with 10 + years of experience dedicated to positively contributing to office efficiencies through the application of organization, critical thinking, and time management.

Work Experience

Quality Assurance Analyst

PFSweb - Dallas, TX

November 2015 to Current

Responsible for coaching individual floor agents with call quality scores of 89% and below. Held monthly calibrations to ensure agents were reaching all indicators. In addition, set up workshops to help agents with focus issues.

Customer Service Representative

Greyhound Corporation - Dallas, TX

August 2013 to November 2015

Duties include, but were not limited to carrying out administrative tasks, such as making copies, filing, coding data accurately in Excel, and assisting customers.

Merchandise Associate

Corporate Office - Dallas, TX

January 2012 to August 2013

Responsible for responding to all inquiries and concerns, pertaining to accounting information from store operators, accounting centers, operations, corporate office departments, and outside parties such as vendors, on a courteous, helpful, and timely basis with the goal of answering as many questions as possible while the person is on the line. Ensured that all merchandise and payroll calls received were logged and transferred correctly to the appropriate accounting center or Payroll Department. Assisted Team Leader in creating/maintaining monthly reports to be distributed to management.

Customer Service Support

Aegis Communications - Irving, TX

2008 to 2012

Worked with over 30 sales professionals, covering 50 states. Responsible for more than 50,000 individual accounts by processing Medicare claims, payments, enrollments, and verifying benefits. Supported sales reps with opening new accounts and upgrading existing services. Quickly and effectively solved customer challenges. Maintained quality control/satisfaction records.

Education

Richland Jr. College

2008

Diploma

South Oak Cliff High School

2004-Diploma

Skills

- Microsoft Office Suite (Outlook, Excel, Word, Lync)
- Applications/Programs (Oracle)
- Customer Service & Sales Skills (Multitasking, Negotiation and Persuasion)
- Multi-line Phone Systems, Fax Machines, and Copiers
- 35 WPM

References upon Request

