

Luxious Holmes

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Lancaster, TX 75146

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Summary of Qualifications

Seeking an opportunity for a position in the customer service/collections industry bringing the following experience, skills, and attributes:

More than 6 years

successful experienced in

the Customer Service

Industry with recognized

strengths in account

maintenance,

- An enthusiastic, energized, and self-motivated professional with a strong work ethic

- Excellent analytical, problem-solving, communication, and presentation skills

- Ability to effectively build and maintain business/ client

relationships

- Strong organizational and time management skills
- Excellent verbal and written communication skills

Employment Experience

Collections

America's First Finance

06/2018-Current

- * Responsibilities included taking inbound and outbound calls.
- * Analyzing credit data and financial statements to determine the degree of risk involved in extending credit or lending money.
- * Consulting with credit association and other business representative to exchange credit information.
- * Assisted with the processing of credit loan

applications and renewals.

- * Maintaining accurate collection notes on past due accounts.

- * Communicating and collecting calmly with past due account holders who are upset or hostile.

- * Completing other tasks as assigned.

Charter Communications
Collections Customer
Service Representatives

04/2016- 06/2018

- Analyzing payment history/notes and clearly communicating account statuses to customers
- Recommending appropriate solutions to customers by analyzing their accounts and negotiating acceptable collection arrangements
- Using appropriate collection and skip tracing tools to maintain delinquencies and losses at or below

corporate objectives

- Prompting reports/ referring sensitive and complex issues to the Collections Services Team Leader
- Documenting all activities in accordance with established procedures in a clear and concise manner

Etan Industries

Customer Service

Representative

11/2012 - 03/2016

- Handle complaints concerning billing or services rendered, referring complaints of service failures to designated departments to seek resolution.
- Achieve proficiency in providing customer support for service complaints within a required time frame.
- Answer questions

regarding services and products; receive telephone calls from cable customers to discuss billing questions and service concerns.

- Handle customer needs and promote cable services to existing and new customers with tact and courtesy.
- Place new installation orders, service orders for disconnects and service changes generated from the customer.
- Responsible for researching customer complaints and processing billing adjustments by inputting credits or other adjustments into the computer records for customer accounts.
- Handles customer calls via phone or in person and receives orders for installation, turn on, discontinuance, or change in service

Education

Lancaster High School - '12
– Graduated

Skills

Customer Service

Representative

Handled all phases of
incoming and outgoing calls,
and mail process

Provide referrals to the
appropriate entity or agency
for consumers with a
grievance, question or
complaint.

Provide information that is
culturally and linguistically
appropriate

54 wpm

Highly detailed and
customer service oriented
MS Windows proficient

References

Available upon Request

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