**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 dieticians 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 several other office duties including fax, copy etc.

# Cartus

Real Estate Coordinator

April 2016 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.
* always Maintained up to date records
* 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 recipients throughout the office.
* Manage several 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