

Marchae Phillips

Customer Service Representative/ Billing Support

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Marchae-Phillips/cf448d2dcb5f3ad3](https://www.indeed.com/r/Marchae-Phillips/cf448d2dcb5f3ad3)

Marchae Phillips
Philadelphia, Pennsylvania 19149
Email: MarchaedPhillips@gmail.com
Phone: [...]

Dear Human Resources,

My name is Marchae Phillips and I have attached my resume for your review in application to the position you have available. I have primary experience in customer service related work. Previously, I worked within a high volume customer service call center a billing representative enabling me to develop strong communication skills with customers, my superiors, as well as peers. I am a hard worker and when the opportunity to make my superiors proud presents itself I never disappoint. I am a team player, energetic, friendly and professional. Hopefully I've told you a little about myself that shows what I can bring to the team at your establishment. Please see the accompanying resume for details of my experience and skills. Thank you for your consideration and I hope to hear from you soon.

Objective:

To secure a position with a well established organization with a stable environment that will lead to a lasting relationship in the field of Customer Service.

Authorized to work in the US for any employer

WORK EXPERIENCE

Billing Representative

Comcast Business - Horsham, PA - September 2014 to October 2015

Responsibilities

Comcast Business Horsham, PA-

Billing Representative, Customer Account Executive

DUTIES AND RESPONSIBILITIES:

- Field a high volume of inbound calls and emails and assess customer needs.
- Handle incoming customer calls with the intent of providing exceptional customer satisfaction and retention.
- Review customer inquiries, problems, requests and suggestions; determines appropriate solutions and/or responses.
- Distribute calls when necessary to other resources to ensure customers needs are handled in a timely fashion.
- Make billing adjustments and records interactions with customers and other agents in data system.

Accomplishments

Met with a high queue of calls I assisted customers promptly and efficiently.

Skills Used

- Maintained a high percentage of first call resolution - 85% (65% minimum)
- Surpassed upsell quota - 6.5% (2% minimum)

-Excellent de-escalation skills- Two supervisor escalation contact in one years time

Data Entry, Telemarketing

Marquee Marketing - Jenkintown, PA - June 2011 to February 2012

DUTIES AND RESPONSIBILITIES:

- Data entry
- Making outbound calls to warm leads
- Resolve customer inquiries while providing exceptional customer service to 200 call per day
- Sell/solicit our products to meet personal performance goals.

Data Entry, Clerical

Delta Market Research & Development - Hatboro, PA - February 2009 to April 2010

DUTIES AND RESPONSIBILITIES:

- Conduct market research study on consumer demographic trends
- Data entry, light clerical work (filing, faxing, copy machine)
- Fulfilled daily given quota
- Making outbound calls to warm leads

EDUCATION

Community College of Philadelphia
2010 to 2011

Northeast High School
2005 to 2008