

James Capadocia

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Summary

I intend to show the skills and achievements I have acquired over the passed years of working experience and show that I am capable of performing honestly and diligently as a Social Media Associate for United.

Experience

Digital Team Associate Banker BMO Harris Bank Buffalo Grove, IL — 2017-Current

Responsibilities:

- Responding to and servicing customers through various digital channels
—> eChat, Social Media (managed by Lithium's web-based software), Secured Email, and Unsecured Email
- Self-managing time to accommodate all channels in order to ensure quality service to limit queue times for customers and provide prompt responses within company adherence expectations
- Maintaining professionalism as priority while being able to bring a human aspect through servicing channels which lack vocal or physical presence of a real human
- Auditing all social media responses and emails prior to posting/sending to ensure company morals and ethics are upheld in the public eye and the customer is serviced appropriately

Achievements:

- Top Table Winner for the month of September '18
—> Top performer from each department in the contact center
- Consistently ranked top 3 on the Digital Team for efficiency in customer servicing each calendar month
—> Based on average customers serviced per hour, personal NPS (Net Promoter Score), and Key Drivers Score

Sales Account Executive SurePayroll (a Paychex Company) Glenview, IL — 2015-2016

Responsibilities:

- Reaching out to clients through leads provided through various lead channels
- Closing sales by offering a proper solution according to a client's needs
- Managing time and cliental appropriately by creating tasks, exchanging emails, and setting up appointments
- Creating and enforcing a proper timeline for clients and ensuring all tasks are completed for an account to be open according to a client's needs
- Maintaining relations with current clients and encouraging client referrals

Achievements:

- 3 time President's Dinner attendee for Q2, Q3, and Q4 (company's fiscal year) attained by being at or above 110% of designated "blended" quarterly quota
- 1 of 2 "Rookie Account Executives" to earn a spot to Paychex's Conference event for fiscal year 2015
- Consistently achieved 100% or above in each quarterly quota category --> new units and revenue generated
- Elected to take part in the Sales Team Advisory Committee to be a voice of needs or concerns for the SurePayroll sales team

Retail Sales Lead (RSL) T-Mobile Deerfield, IL — 2013-2015

- Promoted to Retail Sales Lead position for the store within two years of employment
- Winner's Circle Award recipient for Q2 & Q3 2013
—> Top 5% of all sales representatives in the nation
- Achieved top performer consistently in monthly market "Rep Ranker" for the Chicago North Suburbs Market
- Exceeding monthly sales goals including sales in new accounts and add-ons to existing accounts
- Developing and leading a sales team to ensure store success and customer satisfaction

Other Qualifications

- Proficient in Lithium's web-based software, Salesforce, Microsoft Office, and Microsoft Outlook
- Proficient in time management and creating work schedules for myself to ensure work is completed in a timely and accurate fashion
- Experienced in data entry using Microsoft Excel
- Strong communication skills with customers/clients/prospects

Education

Parkland Community College (Nursing — 2008-2009)

I have not graduated or received a diploma from my time as a student here.

Oakton Community College (Nursing — 2007-2008)

I have not graduated or received a diploma from my time as a student here.