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| JM Objective Utilizing my experience to be a substantial impact to your team. Skills Over 5 years of customer service experience.  Adaptability to new situations and perform under pressure  Excellence in communication  Multitasking – Can handle many assignments  Microsoft Outlook  Microsoft Word  Microsoft PowerPoint  Microsoft Excel  IBM Notes  Web Support  Business Skype | |  | | --- | | Markley, Joseph EE: JOEMARK1989@GMAIL.COM i contact number 208-660-1163 |  work experinceWEALTH CUSTOMER SERVICE • us bank • NOV. 2016 – May 2018  * Proficient use of manager tools and fraud tools to assist high-profile clients with their credit card accounts. * Excellent communication with our Wealth Clients troubleshooting issues with a high-level of customer satisfaction. * Multitasking with many assignments on each phone call that I take daily.  Coaching agent • qualfon • NOV. 2013 – mar. 2015  * Assisted with floor logistics of over 30 agents. Managing break, lunches and taking escalated phone calls. * Improving agent’s ability to effectively communicate to clients by coaching them on the job. * Effectively increased productivity of calls coming in by managing agents to efficiently take phone calls.  EducationAAS • continuing education • Spokane Community college Pursuing an AAS degree in Software Development. GED • earned 2009 • eVERETT COMMUNITY COLLEGE Completed my G.E.D with a 3.0 GPA after leaving the college |
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