



Kyle Larsen

Holladay, Utah

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PROFESSIONAL SUMMARY

Experienced Service Representative, previously worked at Delicatessens. I've been representing companies for the majority of my professional career.

EXPERIENCE

Support Coordinator April 2021 - Current *Fluent Solar*, *Lindon*

I've worked as a support representative. Taking inbound calls, making outbound calls. I'm tasked with finalizing solar accounts. Creating array maps, switching on systems, providing general information, utility bill evaluation, and facilitating service appointments.

Receptionist September 2020 - February 2021 *Sanford Federal*, *Salt Lake City*

I worked at the V.A. Hospital. I helped receive patients at the COVID vaccine clinic, took veteran and service member calls, and assisted veterans in scheduling their vaccine shot. I later worked full time in the outbound scheduling department.

Call Service Representative June 2018 - August 2018 *Clearlink*, *Orem*

Clearlink was a challenge to apply my salesmanship knowledge to directly selling over the phone. My job was to receive calls inquiring about satellite internet service and sell those prospect customers *ViaSat*.

Account Manager December 2017 - March 2018 *Vivint*, *Provo*

The position at Vivint was to manage customer accounts. Level of service, probing avenues for improving and terminating service. If someone already had a Vivint security system rigged in their home and they wanted to troubleshoot, decrease or increase their level of service, they would call me. I would usually be the first or last person the customer would speak to at Vivint.

Call Service Representative June 2016 - October 2017 *United Healthcare*, *Orem*

My station was to schedule and manage insurance approved medical transportation. I assisted drivers and pacified patients over the phone. My job required me to manage ambulette and taxi services within the boroughs of New York. I excelled and received a promotion within months of my employment.

EDUCATION

Utah Valley University, *Orem*

August 2015 - December 2016

I studied business writing and communication during my time as a student.