

CUSTOMER SERVICE

Summary

To obtain and secure a position in which leadership, organizational and business administration skills are utilized to enhance company operations and establish a management career path.

Qualifications

- Exceptional telephone etiquette
- Windows XP/Vista
- Troubleshooting proficiency
- Patient and diligent
- Vast technical knowledge
- Windows XP/Vista
- MS Office proficiency
- Web design expert
- Graphic designer
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Accomplishments

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts and provided high quality customer service to their customers and consistently overachieved and met the company client needs and goals.

Experience

Customer service 11/2015 to Current Weee! Union City , CA

- LoudCloud 9 Telecommute Work at home office position, required taking calls from a cloud-based call center auto-dialer system in a Insurance quote, Life Insurance and home owners insurance campaign generating leads via a script.

Customer Service 07/2012 to 06/2013 Weee! Edison , NJ

- Deal directly with customers either by phone or email; responding to inquiries, upselling when necessary, handle and resolve customer complaints, obtain and evaluate all relevant information to handle product and service inquiries, provide pricing and delivery information, perform customer verifications, set up new customer accounts, direct requests and unresolved issues to the designated resource, manage customers' accounts, record details of inquiries, comments and complaints, actions taken, record details of inquiries, comments and complaints, communicate and coordinate with internal departments.

Data collection specialist and merchandising 02/2011 to 02/2015 American Library Association Norfolk , VA

- Coordinating with assigned stores ensuring that a proper level of stock is maintained, and that the merchandise is displayed appropriately.
- My goal is to build and maintain relationships with the store management and ensure Crossmark clients products were represented properly with retail consumers in each store to ensure sales quota's, this included scanning with the job provided.

Webmaster and Social Network Op 05/2010 to 12/2011 NutriTutor.com City , STATE

- Responsible for creating WebPages, blogs, applying marketing ideas and details for company growth, responsible for the up-keep of various functions of this company such as Company Facebook marketing, Twitter marketing, and various other social networking websites, this included registering and designing the company online profile for viral marketing, this work was contractual work and part-time.
- Data quality agent.

Digital Imaging specialist 02/2005 to 01/2010 Image One Corp City , STATE

- As a document imaging specialist my main job functions were preparing documents for scanning on high-speed scanners and imaging the documents, This consisted of: Data Entry, Scanning, taking potential customer inbound phone calls, rendering images, refining images, transcribing data from images, and mail processing contracted with corporations and government documents such as County jail records, hospital records, K-12 Schools, law records, music and TV media record and other entertainment, other branches included manual numerical data entry information for quality indexing.
- Data processing & cataloging was entered into company proprietary software for each client.

Web designer company owner 03/2002 to Current Digital Networking Inc City , STATE

- This is a Self-owned / operated business I started in early 2002 and currently still run as a part-time contractor, building clientele through business flyers, web advertisements, business cards, and word of mouth my job functions included, taking orders via phone, handling customer inquiries, sale the customer project templates or a customized website or online store-front, when needed I built custom graphics using Corel Graphics suite, working through a windows XP and Windows 7 workstation.
- Routine maintenance on websites to make sure everything is up to date and error-free is also conducted.
- In addition, I handle simple tech support questions over the phone, email or web-based chat.

Technical Support/ Customer Service 11/2001 to 02/2003 Software Spectrum City , STATE

Inbound call center for America Online. Diagnosing user's computer, network connections, routers, Windows or Mac Operating systems such as TCP/IP and network Properties in the system controls and insuring proper software installation, walking through registration, technical support for key network and hardware to make sure potential customers have a seamless experience with the service; upselling products such as

America Online Credit cards, and Air Miles we're a requirement on most calls.Â

Education and Training

Institution Course of Study Tampa Technical 1 Year of College or a Technical Computer information institute Systems Occupational Licenses & Certificates Certification Title Issuing Organization Completion Date Help Desk Certificate of Completion Software Spectrum : CIS 08/2012 ITT Tech City , State , US

Skills

Advertisements, business cards, call center, resolve customer complaints,Â Customer service, Data Entry, Data processing, delivery, designing, email, government, graphics, Corel Graphics, Help Desk, home office, imaging, indexing, Insurance, interpretation, law, marketing, mail, Windows 7,XP and 10; MSÂ word, networking, pricing, quality, quality control, rendering, reporting, retail, sales, scanners, Scanning, script,store management, tech support, phone, TV, Web Design, Client relations, PC repair, Data entry, ZenDesk.