

Marshea Clacks

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Madison, WI

(678) 665-3922
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Competencies

- Strong analytical and problem solving skills
- Systematic and highly detailed oriented
- Writing
- Customer Service
- Communication
- Strong Administrative Skills
- Maintains Organization while multi-tasking
- Data Entry
- Individual Client Consultation
- Optimistic and Professional Demeanor

Education

Edgewood College, Madison, WI
Bachelor in Business Administration

08/2009-05/2011

Experience

Debt Resolution Specialist; September 2011-May 2015

Debt Loss Solutions, Decatur, GA

- Made outbound calls to an array of accounts to make phone calls to customers to collect debt
- Responsible for creating and assembling documents for outgoing correspondence about delinquent account(s)
- Advised customers of debt and attempted to set up arrangements for customers to make payment
- Great capacity to deal with adversities while showing compassion for client's situation
- Exceptional ability to work independently and held a high level of success with meeting quotas while working in a fast paced environment

Customer Care Specialist; August 2009-September 2011

Frontier Communications, Sun Prairie, WI

- Created customer's trouble report and generated them to the field technician accurately and promptly
- Used computer diagnostic to formulate a remedial plan action plan to resolve customer service problems
- Answered general questions about company's products and service
- Demonstrated effective customer service while receiving 100+ inbound calls per day regarding technical issues with phone, cable, or internet
- Kept high energy while making a huge number of outbound calls to up sell all options of each service offered to maximize the customer's benefits

Sales Associate; August 2007-August 2009

Macy's, Madison, WI

- Developed customer rapport exhibiting product knowledge to assist the shopper
- Ensured organization and replenishment of products on the sales floor
- Utilized effective sales strategies to meet and exceed bi-weekly goals of opening 1-2 credit applications
- Always met or surpassed performance goals by being the customer's experienced source for the store products that best fit his/her needs

- Upheld Macy's values to continually provide shoppers with outstanding customer service by maintaining an energized and upbeat attitude