Marshea Clacks

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408 Parkwood Lane #11 (678) 665-3922

Madison, WI (404) 368-5124

Competencies

-Strong analytical and problem solving skills -Strong Administrative Skills

-Systematic and highly detailed oriented -Maintains Organization while multi-tasking

- Writing -Data Entry

-Customer Service -Individual Client Consultation

-Communication -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

Macys, 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