**Name**

**Address**

**Email**

**Phone**

**PROFESSIONAL SUMMARY**

Hard-working, result-oriented and self-motivated professional with the in-depth knowledge of customer service, excellent interpersonal and communication skills enjoy working in team environment.

I am willing to travel.

**Core Skills** include:

• Excellent Organization and Presentation Skills

• Knowledge of Research and Analysis

• Good Problem Solving and Relationship Leveraging Skills

**PROFESSIONAL EXPERIENCE**

**Technologies,** PA

***Customer Service Representative/Phone Processor Agent*,** September 2010 - Present

• Responsible for interfacing with customers, company sales and/or service representatives to handle a variety of pre-sales or post-sales service functions.

• Determines the status of equipment returns, repairs, replacements, sales orders, delivery schedules, and any other ad hoc request.

• Dispatch ticket request from customers to schedule field service repair calls.

• Handles requests for additional company materials.

• Maintains records of returns, schedule changes, product enhancements or changes, product pricing and resolves return credit problems.

**County Hospital,** NY

***Patient Intake Representative/ Admission Clerk*, February** 2007 - 2008

• Received incoming calls from multiple customers, such as physicians, patient and sales team process requests providing resolution or triage to appropriate areas for resolution

• Answered inquiries, processes incoming requests received by fax, mail or e-mail, and provides callers with accurate, current information

• Processed documents based on department guidelines in accordance with standards and performance indicators as defined by contractual requirements

• Documented customer requests and inquiries in the call history database and ensure timely closure of all open issues.

**Professional Qualifications**

• Highly proficient in Microsoft Word, Excel, PowerPoint, Visio, Access and XP/Lotus Notes 6.5

• Excellent calendar management skills, including the coordination of complex executive meetings across multiple time zones

• Quest Applications

• Excellent written and oral communication skills

• Positive professional aptitude, presentation and demeanor

• Ability to work well under pressure and with time sensitive deadlines

• Excellent organization skills with the ability to multi-task

• Detail oriented, accurate, organized team player

**EDUCATION**

***Associates of Arts and Science , May*** 2007

University of Phoenix, Phoenix, AZ

• Concentration: Business Administration