**Name**

**Address**

**Email**

**Phone**

Customer Service Representative

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Profile | | | | | |
|  | Experienced Customer Service Representative offering professional interpersonal skills, versatile office management skills and proficiency in Microsoft Office programs. Strong problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality. | | | | | |
| Education | | | | | |
|  | University of Phoenix — Online | | | | |
| Major:   * Elementary Education | | | | |
| **Institute of Technology —AZ Graduated**  Major:   * TV Productions   **High School** —**AZ Graduated** | | | | |
| Key Skills | | | | | |
|  | Office/CSR Skills: | Strong Written and Verbal Communications  Analytical & Detail-Orientated | Database Administration  Office Management  Records Management  Typing Speed: 45 WPM | Front-Desk Reception  Spreadsheets/Reports  Fluent proficiency in English, Irish and German | |
|  | Computer Skills: | MS Word  MS Excel  MS PowerPoint | MS Outlook  MS Access  Lotus Notes | SAP  Windows  Windows Server 2008 | |
| Experience | | | | | |
|  | Gas, Inc. –PA SAP Training Support, 2010-2011  Information Technology Department  Highlights:   * Provided SAP End User Support for ‘How To’ incidents that came in from SAP locations. * Managed daily incident queue of support tickets and work directly with end users to resolve ‘How To’ incidents * Provided responsive and quality resolutions for incidents with excellent customer service and attitude * Documented incident resolution in their IT service desk tool ITSM * Worked with Change and Readiness and Training team to identify areas where improved communication, training  and documentation could reduce volume of incidents * Worked with SAP Functional and Process analysts to highlight potential system issues to help bring to resolution * Supported continuous learning by providing post go-live training and support   **1 & 1 Internet–PA Billing Agent, 2011** | | | |  |
| Incoming Billing Call Center  Highlights: | | | | |
| * Utilized strong spoken and written communication skills * Communicated Billing processes clearly * Assisted customers with account details and payments * Demonstrated patience and understanding to customers | | | | |
|  |  | | | | |

**Cultural Center –AZ Teacher, 2008 – 2010** Teacher

*Highlights:*

* Used directed lessons to enhance conversational abilities, comprehension games to build

vocabulary, and discussed current events and everyday situations, in Irish

* Special attention paid to the complex grammar structures of Irish
* Quickly became a trusted and reliable figure within the Center
* Often subbed for other teachers while still teaching my own class as well

**Office** —**CA Office Assistant, 2008**

Exceeded at various Temp Office positions assigned to me

*Highlights:*

* Database and Website Management
* Assisted in the fulfillment of projects to meet critical deadlines
* Answered phones as needed

**Staffing** —**CA Conference Coordinator, 2008**

* Successfully assisted in the management of various frequent conferences

*Highlights:*

* Admitted authorized attendees and personnel to conferences
* Distributed information packets and free gifts to attendees
* Maintained accurate attendance counts for each conference

**Staffing Solutions —PA CSR/Research Analyst, 2007**

* Excelled as a Temp employee working on various ongoing projects

*Highlights:*

* Enrolled senior citizens in Medicare Advantage seminars via telephone
* Provided pertinent available information and answered numerous questions regarding program benefits
* Assisted in editing and compiling daily Excel reports, detailed all caller information and information requests, and sent report to Management

**Financial Search —PA Customer Relations Representative, 2006**

* Successfully employed as a Temp in the Pep Boys’ Customer Relations Department.

*Highlights:*

* Managed and processed email billing inquiries and statements utilizing Lotus Notes and Excel
* Processed customer service invoicing and payments
* Performed electronic file creation, copying, filing and emailing documents