

# Arkeyla Copeland

Buffalo, NY 14220

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7164168021

Customer service Representative. Motivated to maintain customer satisfaction and contribute to the company success. Driven and reliable with strong time management, communication skills. Does Excellent with Getting call backs as Well.

Authorized to work in the US for any employer

## Work Experience

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### **Point Caller**

Alliance - Tonawanda, NY

December 2018 to December 2018

Doing outbound calls. Made Well Over 200 Outbound calls and Received Over half of the Calls backs and And Majority of My Call backs Were Payment Calls Backs.

### **Customer Service Representative**

Account Recovery solutions - Amherst, NY

January 2016 to November 2018

Point Calling. Placing outbound calls. Making 200 Outbound Calls And More. The Outbound calls I placed I received over Half Returned Calls From My Message I would leave. Majority of the Call Backs Were Payment Calls As Well. I Always Made My Quote and More. Others would close accounts.

### **Telemarketing Sales Representative**

East coast magazines - Kenmore, NY

2003 to 2003

Selling magazines. Were Placing outbound calls to sell magazines. Did Make Over 200 Phone Outbound Phone Calls. Did Receive Over Half Call Backs From the Calls I Put Out. Made Quote. Inbound Calls as Well. To Buy.

### **Customer Service Representative/Call Center**

ICT Group - Depew, NY

October 2001 to November 2002

Surveying. Outbound and Inbound calls for conducting surveys. Getting Customers Opinions on Certain Surveys We were Conducting. I always Made my Quote and Some. Inbound calls as Well I would conduct Survey. They give there Opinions.

### **Customer Service Representative/Call Center**

PP&L - Buffalo, NY

1997 to 1998

Selling Electricity. Placing Outbound calls as Well as Receiving Inbound calls.I always made my Quote and More.Also Received over half of the calls I put out Returned calls back.I would place 200 Outbound calls or more. Sold Electricity On Most of the Call Backs As Well.Also the same for Inbound calls.Customer's Would call to buy The Ppl&L Electricity as Well.And To Help

## Education

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### **Keyboarding in Keyboarding**

Cassadaga Job Corps - Cassadaga, NY  
1997 to 1998

### **English in English**

Bingham High School - Binghamton, NY  
1991 to 1992

### **Some high school**

## Skills

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Call Center (5 years), Telephone (5 years), Telemarketing (3 years)

## Certifications/Licenses

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### **Keyboarding**

March 1993 to Present

Took Up Windows computers in Job Corps. Does also have some Microsoft knowledge.

## Assessments

Indeed Assessments are tests that job seekers can use to demonstrate their knowledge and abilities.

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### **Customer Service Skills — Proficient**

Oct 2018

View my full results at: [https://share.indeedassessments.com/share\\_assignment/5hm1yb1dzsvhj7er](https://share.indeedassessments.com/share_assignment/5hm1yb1dzsvhj7er)

### **Verbal Communication — Completed**

Jan 2019

View my full results at: [https://share.indeedassessments.com/share\\_assignment/5yduboqqjdzenafg](https://share.indeedassessments.com/share_assignment/5yduboqqjdzenafg)

### **Written Communication — Familiar**

Jan 2019

View my full results at: [https://share.indeedassessments.com/share\\_assignment/suolrf-1mttyxdtc](https://share.indeedassessments.com/share_assignment/suolrf-1mttyxdtc)

### **Scheduling Skills — Completed**

Jan 2019

View my full results at: [https://share.indeedassessments.com/share\\_assignment/gwfy2tn-h7eolo5s](https://share.indeedassessments.com/share_assignment/gwfy2tn-h7eolo5s)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Alliance has a lot of Favoritism. That's why I'm not there.