

Catina Miller

Providing Exceptional Customer Service for over a decade!

Hammond, IN

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I looking for a company that promotes learning and development and is as interested in my success as they are theirs.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Reservation Sales / Customer Service

Hilton Worldwide

June 2015 to Present

Take inbound calls answering questions regarding hotel amenities and location. you will engage directly with Hilton guest as a specialist in sales/reservations and customer service. I perform a work from home role within Hilton's Reservation sales and customer support team. I utilize my strong communications skills with focus that can easily be switched from solving problems to selling Hilton. I serve as the first point of contact answering inbound calls from our customers. I have the conversations with our customers to understand their needs, answer questions, and provide personalized solutions. This means being able to perform various roles, based on training provided. This includes (but is not limited to) - advising, selling, responding to inquiries/requests, and resolving customer issues/complaints. I treat every call is an opportunity to build trust with our guests, and convert every customer into a lifetime Hilton guest. I enjoy the opportunity to create an effortless experience by providing the right solution(s) for each customer.

Customer Service Agent

Teleperformance - Hobart, IN

September 2016 to October 2018

Inbound call center confirmed eligibility for a Medicare advantage plan enrollment. Accurately collected data in a SAP system and transfer call to proper department for further assistance. Responsible for all customer inquiries and questions. Provided excellent customer service at all times. Followed up to customer inquiries by taking action in a timely manner. Troubleshooted equipment and systems problems. Problem solved to help customers resolve issues on first call. Entered data from customers into various software programs. Appropriately communicated with upset customers to resolve their inquiries. Thrived as a team player in a fast-paced, high-energy, change-oriented environment. Participated in additional training courses when needed. Performed other related duties and assignments as required and as assigned by supervisor. Exercised retention efforts when appropriate. Identified customers who are comparison-shopping and inquiring about contract terms. Assisted the customer with the correct price plan.

Debt Collector

Municipal Collections of America - Lansing, IL

November 2013 to July 2016

Inbound call center assisted respondents of tickets and municipal violation. Collected on bad debt and SAP info system for 12 municipalities. Qualified callers for payment arrangements if offered. Contact students to assist in resolving school-related obligations. Communicated with consumers in a courteous and professional manner via telephone. Utilized basic internet and computer search tools to locate consumer contact information (skip tracing). Evaluated each individual's ability to pay and negotiate payment arrangements. Learned and conducted duties in accordance with the Fair Debt Collection Practices Act (FDCPA) and other regulations. Followed MCOA's scripts and procedure when communicating with consumers. Facilitate the loan rehabilitation program to remove the default status from education loans. Managed account workflow using provided collection software.

Customer Account Executive

Comcast - Woodridge, IL

December 2006 to November 2013

Facilitated interactions with customers in a way that is in accordance with the Company's service delivery strategy. Established rapport and promotes effective relationships, upholding Comcast's commitment to the customer experience through our Credo, Voice of the Customer (VOC) surveys, and the Comcast Customer Guarantee. Quickly moved from billing to technical support for all three products phone internet and cable. Still being responsible for accurately and confidently handling customer inquiries. Promoted Comcast products and services and made recommendations that met customer needs. Related well to the customer, demonstrated favorable images of the Organization through effective use of soft skills (including active listening and problem solving skills), professional communications and internal/external customer interactions. Exercised sound judgment within the scope of their empowerment, and acts in the best interest of both the customer and company.

Education

Bachelor of Science

University of Phoenix

Skills

CUSTOMER SERVICE (10+ years), 70 WPM, RETAIL SALES, RETAIL, CSR, Call Center, Customer Care, Customer Support

Additional Information

Knowledge of several SAP: Journey, GEM, Phoenix, Grand slam (troubleshooting software) Kana, FIS pay system, Biller Console independent contractor with clients such as Staples, HRBlock, Turbo Tax, and 7 Years at Xfinity.