

Annette Choates

Buffalo, NY

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Work Experience

Customer service representative

Gordon Companies - Buffalo, NY

January 2017 to October 2018

Processed customer orders and resolved customer complaint and shipping issues via telephone and email while cross selling company products Processed refunds and returned orders to be restocked. Listed product to be sold on company and partner websites.

Customer Service Representative

Center One LLC

August 2014 to November 2016

Answered numerous calls per day in a high volume call center addressing customers credit card needs and concerns. Cross sold products offered, managed a wide variety of task to resolve issues quickly and effectively. Effectively communicated with all departments to ensure customer satisfaction. Handled questions and disputes in a professional manner. Prepared correspondence report and other paperwork needed

Debt Recovery Specialist

American Solutions - Buffalo, NY

March 2011 to July 2014

Contacted clients regarding past due accounts.Maintained financial status on past due accounts. Set up payment arrangements via check and or debit /credit card according to company guidelines. Negotiated payment extensions when necessary. Prepared statements for submission to credit department when necessary.

Customer Service Representative

Worldwide Communications - East Aurora, NY

September 2008 to January 2011

Answered numerous incoming calls per day addressing customer cellular phone inquiries/concerns in a high volume call center. Cross sold all products and service plans.Activated and closed accounts.

Debt Recovery Specialist

ACCOUNT MANAGEMENT SERVICES - Buffalo, NY

May 2005 to September 2008

Made 100+ outbound calls daily. Maintained a file with 200+ past due accounts and generated \$10,000.00 a monthly in revenue .Assisted clients in setting up monthly payments via debt/credit card,

checking and or savings accounts to resolve outstanding loans.Sent emails,letters and faxes to confirm payment. Processed payments via western union.Sent paid letters.

Customer Service Representative

Telespectrum - Buffalo, NY

January 1998 to April 2003

Answered numerous incoming calls in fast paced high volume call center assisted cellular phone customers in activating their account. Processed payments via western union. Cross sold products and phone plans.Provided accurate and appropriate information.Collected customer feedback to ensure customer satisfaction on first call.

Education

2yrs in Business

Buffalo State College - Buffalo, NY

August 1995 to May 1997

Diploma

Emerson High School

Skills

Knowledge of Microsoft Excel word ,Outlook, PowerPoint and familiar with AS400. Excellent communication skills. Accurate database management. Articulate and well spoken. Great organizational skills. Quick learner and creative problem solving skills. Most importantly confident with training in my ability to analyze and resolve customer inquires and provide a positive customer experience