

# LENETTE COGMON

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## HIGHLY EFFECTIVE CUSTOMER REP

Highly analytical, articulate, and self-dedicated professional with more than 10 years of effective involvement in customer service. I am fluent in Spanish and possess intermediate knowledge and technical proficiency in computer applications such as Microsoft Office Suite, Word, Excel, Outlook, PowerPoint, Adobe Acrobat Reader, and Publisher.

## PROFESSIONAL EXPERIENCE

**WELLS FARGO AUTO FINANCE**, Wilmington, DE • 2008-2019

### BILINGUAL CUSTOMER SERVICE REPRESENTATIVE:

- Assisted customers in addressing legal and financial consultation.
- Provided customers with assistance with title inquiries and the title replacement process.
- Assisted customers with account updates and modifications.
- Conducted inbound and outbound calling.
- Assisted English and Spanish speaking customers.
- Offered customers new in-house products and company solicitations.
- Completed necessary system navigation and call tracking.
- Responsible for processing customer account payments via phone and aided with all online banking tech support.
- Handled customer inquiries and processed customer transactions while navigating multiple system screens and accurately documenting the account(s).
- Provided payoff quotes, contracts, statement copies, debit request, due date changes, and assisted the customer with navigating the main website.

## SPECIALIZED SKILLS

- TIME MANAGEMENT • COMMUNICATIONS • CUSTOMER SERVICE • SPANISH • PLANNING
- DECISION MAKING • PROBLEM SOLVING • CRITICAL THINKING • PERSUASION • TEAM BUILDING
- LOGICAL THINKING • CONFLICT MANAGEMENT • QUALITY ASSURANCE

## ASSOCIATIONS

- CITY TEAM VOLUNTEER CHRISTMAS TOY DRIVE (2017, 2018, 2019)

## EDUCATION & TRAINING

**THE ART INSTITUTE OF PHILADELPHIA, PHILADELPHIA, PA**

ASSOCIATES FASHION MARKETING, 2002-2004