

Heather Flynn

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Authorized to work in the US for any employer

WORK EXPERIENCE

Sales Consultant

Xfinity - February 2017 to Present

Responsible for the awareness of the customer requirements, products, technical problems

Responsible for the customer service,

Listens to the customer complaints and problems and then solve them by understanding the needs of customer

Provide technical support to customer during and after instruments installation

Customer Service Representative

Time Warner Cable - Buffalo, NY - September 2015 to Present

Responsibilities

Answer incoming calls regarding billing issues and repair issues. Troubleshoot equipment , scheduling of technician appointments, swapping of equipment and fielding calls to appropriate corps/departments for processing, scheduling of connection orders and disconnection and with the sale of additional or bundle products.

Accomplishments

Received recognition for receiving 100% on survey calls and satisfaction for receiving positive feedback for giving excellent customer service.

Skills Used

Team player

Building relationships

Customer Service Representative/Cashier

Home Depot/ Best Buy - Buffalo, NY - October 2014 to March 2015

- Process customer orders, returns, exchanges and contract pricing through the mainframe (AS400)

- Listen attentively to caller needs to ensure a positive customer experience.

- Access electronic and paper cataloging systems to look up product information and availability.

- Enter sales quotes through CRM as requested by customers.

- Completed daily workload within defined timeliness set by management.

- Contact customers and/or Vendor to verify account information.

Sales Representative/Customer Service

Lowes - Atlanta, GA - January 2010 to August 2014

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Prevented store losses using awareness, attention to detail and integrity.
- Continually build product knowledge for their assigned department to be able to answer questions, provide product features and benefits, and built an understanding of related products to be able to sell a solution to customers.

Driver Helper (Seasonal)

UPS - Atlanta, GA - October 2011 to January 2012

- Assisted to unload products at appropriate customer locations.
- Ensured safety of equipment's and eliminated chances of any damage.
- Interpreted and analyzed general invoices as per delivery sheets.
- Coordinated with truck drivers and accompanied them on routes.

Waitress

Waffle House - Atlanta, GA - 2009 to 2011

- Greeted new customers and escorted them to their tables.
- Upsold deserts, drinks and food items to customers.
- Checked to ensure that customers are enjoying their meals – took action to correct any issues, as needed.
- Prepared bill/receipts and collected payment from customers.

Assistant Manager

Sams Cards and Gifts / Beauty supply store - Brooklyn, NY - January 1999 to November 2009

- Attracted customers by originating display ideas; following display suggestions or schedules; constructing or assembling prefabricated display properties; producing merchandise displays in windows and showcases, and on sales floor.
- Purchased inventory by researching emerging products; anticipating buyer interest; negotiating volume price breaks; placing and expediting orders; verifying receipt.
- Helped customers by providing information; answering questions; obtaining merchandise requested; completing payment transactions; preparing merchandise for delivery.

Assistant Manager

Burger King - Brooklyn, NY - March 2007 to September 2009

- Assist manager in all daily operations of the store and responded to employee and customer concerns and compliments
- Instrumental in creating in-store merchandise displays
- Participate in sales training and upselling techniques

- Responsible for assisting manager in employee trainings, customer service, and daily operations
- Served as acting manager during high volume shifts, including lunch and dinner
- Responsible for managing opening register receipt counts and made bank deposits

Sales Representative/Cashier

Daffy Department Store, Target, Bloomingdale's - Brooklyn, NY - 2003 to 2009

- Produced a high volume of sales in a variety of fashion merchandise including: high-end women's and men's clothing, lingerie and jeans.
- Assisted customers selected styles and sizes of merchandise and suggested additional items to enhance sales and customer satisfaction.
- Processed customer purchases in cash, credit cards, and travelers checks and also handled returns and exchanges.

EDUCATION

Master's in Information technology

Schumberg - Illinois
2013

B.B.A. in Business Administration / Healthcare Management

American InterContinental University - Atlanta, GA

Human Services

Tidewater Community College - Norfolk, VA

SKILLS

Team Building, MySQL, Java, Collection, Linux, Unix, Windows, Access, Quick books, Internet research, Windows vista, Microsoft Word, Microsoft office, Power point, Excel, Outlook, QA tester, Object oriented applications