

MIRIAM G. MURPHY

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PROFESSIONAL SUMMARY

I am a self-driven individual that loves to assist and learn at the same time. Fast learner in a fast pace environment looking forward to finding a forever company with whom I can grow while using my interpretational skills. And my never ending customer service assistance.

SKILLS

- Foreign Language English Language
- Active Listening Customer and Personal Service
- Reading Comprehension Writing
- Critical Thinking Active Learning
- Judgment and Decision Making
- Complex Problem-Solving in Time
- Telecommunications Persuasion
- Sales and Marketing Negotiation
- Speaking

EXPERIENCE

Bilingual Fraud Service ATM Debit

10/2018 to 01/2019

Adecco - Phoenix, AZ

As a Contractor I had the opportunity to gain experience with one of the most important companies of all times Bank of America, Where I was trained to handle calls of different customers on a back to back basis. Handling fraud calls gave me the opportunity to practice more my critical thinking and decision making skill while giving excellent customer service care and making AHT goals. After handling call we advise cs to provide feedback in every call. We use different portals such as chat room email and all of our resources materials we have available

Bilingual interpreter

06/2017 to 12/2017

Cyram - Phoenix, AZ

The company gets linked to different contractors. I was instructed in the areas of Medical, Financial and Customer Service. Operating a automated dialer system at all

times we receive calls from different areas as a miscellaneous. Calls vary from Banks, Disney hotels, Car insurance agents, 911 calls and Medical.

One call is never the same. We are instructed to speak always in a third person acting as the customer, doctor, banker, Officer etc.

As speaking and interpreting we are always in need to write as we speak. Taking notes is a must in this field for assistance.

We are given tools in the system to help with interpretation. Making it more accurate.

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Certification is needed for this position.

Senior Collections Agent

01/2017 to 06/2017

Discover Financial Services - Phoenix, AZ

Customer Service through automatic calls always providing options for those who are having difficulty in making payments.

Computer system multitasking while on calls is a must.

Proficiency in handling several portals at the same time.

Excellent communication skills.

Leaving voice messages following guidelines and procedures.

CSM customer service manager

01/2016 to 12/2016

Walmart Neighborhood Market - Glendale, AZ

Started as a regular cashier, attending to customers checking out their groceries handling WIC transactions till the middle of march of 2016.

My bilingual abilities allowed me to move up positions as a CSM where in the customer service area was trained to handle MoneyGram transactions while keeping tabs on the front end cashiers.

Monogram, check cashing, sending and receiving money, money order as well.

Lottery tickets, selling them and cashing in prizes as well.

In charge of the front-end cashiers making sure they always have change. While also attending customers.

Taking care of the carts outside and giving security checks.

Closing of store registers and self checkout as well.

Fraud Department Agent

04/2014 to 09/2014

Gatestone & Co. International Inc - Phoenix, AZ

Working in the fraud department one is trained to verify important kinds of documentation such as ssn, bank cards, ID, or Driver License.

Outbound calls to customers to request for such documentation.

Also, in charge of Disputes by following procedure through a guide named ECCO at all times.

Notating everything is important for next calls.

Also receiving inbound calls from people claiming fraud on account. Looking for alternate numbers through a system called lynks

EDUCATION**Community campus of Glendale**

Jul 2004

Glendale, AZ

High School Diploma: Interpretation

I possess high school diploma but was guided to follow path as an interpreter to assist people in communication.

I have the diploma and my interpretation certificate that abides a course in Cyracom.