

# **CHRISTOPHER ALLEN WARE**

7432 Washington St #103

Forest Park, IL 60130

708-359-9376

[Christopherallenware9@gmail.com](mailto:Christopherallenware9@gmail.com)

## **Career Objective**

A position in a results- oriented company that seeks an ambitious and career conscious person where acquired skills and education will be utilized toward continued growth and advancement.

## **Education**

### **Associate Degree in Applied Science**

2011

Triton College, River Grove, IL

Major-Criminal Justice

## **Experience**

### **Auto Adjuster**

2018-

Hanover Insurance Group, Itasca, IL

- Promptly and appropriately developed the file to provide an accurate and timely investigation and loss analysis.
- Adhered to all statutory and regulatory fair claims practices.
- Recognized and identified potential fraudulent claims.
- Developed and maintained strong business relationships with internal and external customers.

### **Executive Customer Relations**

2015 to 2017

Comcast, Oak Brook, IL

- Addressing and resolving high end escalations submitted to the corporate office per numerous sources: Call in, written, social media, and regulatory agencies.
- Partnered with cross-functional teams to improve operational efficiencies and ensure best experience for our customers.
- Helped build and support strong and external partnerships with other organizations to resolve complex escalated complaints.
- 

### **Customer Account Executive**

2012 to 2015

Comcast, Woodridge, IL

- Taking numerous inbound calls, related to customer accounts regarding billing and tech support

- Provide Top-Tier customer service to customers daily and successfully handling irate customers
- Meeting and exceeding daily and monthly metrics such as sales, customer satisfaction, and availability

**Mailroom Team Member**

Life Quotes, Darien IL

2011 to 2012

- Data Entry
- Assisting In-House and Outside Insurance Agents
- Distributed all inter-office mail for the facility departments and detainees
- 

**Retail Sales**

2007 to 2009

RadioShack, La Grange, IL

- Formulated pricing policies on merchandise according to requirements for profitability of store operations
- Highly regarded for consistently achieving superior sales results through leadership, planning, and effective implementations
- Assisted customers with cell phone activations (Sprint, AT&T), bill payments, in store tech support
- Acquired an expertise in customer service and “closing the sale”
- 

**Retail Sales / Loss Prevention**

2005 to 2007

Best Buy, North Riverside, IL

- Developed close and personal relationships with customers to ensure customers loyalty
- Ensured the highest levels of customer service and satisfaction
- Meeting and exceeding weekly and monthly sales
- 

**Summary**

- 
- Proficient in Microsoft Office Suite
- 
- Customer Service and Quality Assurance Expert