

Kevin Rouse

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Objective:

- Seeking a full time position with a company that offers room for growth and development

Education:

Erie Community College

Bryant & Stratton College

Skills:

- Customer Service
- Receptionist
- Retail Sales
- Data Entry
- Coaching
- Planning-Organizing-Leadership
- Microsoft Office
- Inventory
- Management
- Customer Service
- Excellent Communication Skills
- Scheduling
- Training & Coaching
- Data Entry-Records Management
- Business Management Skills
- Communication & Presentation
- Time and Self- Management
- Create spreadsheets
- Excellent Telephone Etiquette
- Team Management Skills

Experience:

Acara Solutions

Oct 2018 - Present

Customer Service Representative

- Responsibilities include inbound/outbound calls reviewing customers options in regards to leased vehicles with US Bank
- Accounting

Empire Solutions

Apr 2017 - Present

Collections Representative

- Responsibilities include inbound / outbound calls on collecting on payday loans

Buffalo Transportation
Cab driver

Dec 2015 – Mar 2017

- Responsibilities include data entry, being on time for pick ups and drop offs, hospitality and maintaining the usage of gas

Mercantile Solutions
Customer Service Representative

Aug 2014 – Jul 2015

- Responsibilities include inbound customer service calls and technical support for customers over the phone in regards to book memberships

Everest Receivable Services
Collection Specialist

Oct 2013 – Jul 2014

- Responsibilities include inbound/ outbound collection for auto-repo debt, credit card debt and extensive knowledge

Crosspoint Associates, LLC
Collection Specialist

Mar 2012 – Jun 2013

- Responsibilities include inbound/ outbound collection for auto-repo debt, credit card debt and extensive knowledge of skip tracing

Accountants Intl.
Temporary Agent

Feb 2010 – Sep 2011

- Responsibilities include inbound/outbound calls to and from customers, processing the mortgage loans for customers
- Postponing sale dates on customers' homes, explaining account status for our customers in detail

ICT GROUP
Customer Service Representative

Mar 2008 – Jun 2009

- Responsibilities include dispatching as well as performed inbound customer service calls and technical support for customers over the phone

Continental Finance
Collection Specialist

Sep 2006 – Nov 2007

- Responsibilities include inbound / outbound collection for auto-repo debt, credit card debt and extensive knowledge of skip tracing