

Sharica Sharp

Customer Care

Sanford, FL 32771

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Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Authorized to work in the US for any employer

WORK EXPERIENCE

Tech Support Specialist

Charter - Maitland, FL -

2017-06 - 2017-12

Take bill payment

Trouble shoot technical issues with internet and wireless network

Change and update wireless settings

Customer Care

Frontier Communications - DeLand, FL -

2014-06 - 2017-05

- Worked with customers on company finances and accounting
- Using excellent customer service skills to resolve service, pricing and technical problems for customers by asking clear and specific questions
- Address customer service inquiries in a timely and accurate fashion.
- Data Entry inputting customer's and financial information
- Accurately gathered and documented customer information
- Experienced in word, excel, and power point
- Assist with and help create company payroll

Registration Coordinator

South Seminole Hospital - Sanford, FL -

2012-11 - 2014-06

- Gathered Information for registration and confirmed health insurance information
- Ensures patient records are complete and correct in all patient information electronic databases verify benefits
- Ensures patient records are complete with correct information into electronic databases.
- Admits, transfers, registers, and discharges hospital and clinic patients ensuring complete and accurate patient records.

Customer Service Representative

Total Marketing Concepts - Longwood, FL -

2010-03 - 2012-11

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Answered a constant flow of customer calls
- Addressed and resolved customer product complaints empathetically and professionally.
- Provided accurate and appropriate information in response to customer inquiries.
- Addressed customer service inquiries in a timely and accurate fashion.

EDUCATION

Associate in Business Administration

Seminole State College - Sanford, FL

2008 - 2011