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| Summary | | * Resourceful professional with more than 20 years’ successful experience in Customer Service, technical training, problem solving techniques within an inbound, high call volume, call center environment, and Extremely efficient in Data Entry. Effective listening skills and conflict resolution. Trouble-shooting, Multi-tasking, Inbound Sales and Dispatch Operator experience, also strong Computer skills and Extensive Training in online repair. * Excellent working knowledge using both IBM, Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word, Microsoft Office, Outlook, NICE, some Java and Power Point Support. * Proficient Knowledge in Centrex, Avaya, SAP, LAN/WAN systems and Zen desk systems | | | | |
| Expertise | | GRUBHUB 2015-2018  Driver Care & Customer Care Specialist  . Served as Technology Specialist for incoming emails, by resolving issue or by providing pertinent information thru various systems and programs.. Assist drivers and diners to a resolution  Temporary work/ AIU, CHASE,VERIZON WIRELESS, AON-HEWITT, s. ARJOHUNTLEIGH, LTD COMMODITIES,BRIGHT SPARK TRAVEL,  Advisor, Collections, Tech Support, Benefit Specialist , CSR/Data Entry 2011-2015   * (AIU) Interface with prospective students and enroll toward their interested careers * (Chase) Collections Specialist for credit card customers regarding payments, offer payment programs, and negotiating payoffs * (Verizon) Explanation of bills; troubleshooting cellular devices, and placing orders * (Aon-Hewitt) Enroll, qualify, and enroll clients in their Health and Welfare Benefits. * (ArjoHuntleigh) Order Entry Operator working with hospitals to scheduled patients for dispatch, pickup, drop-off, and or repair of their Specialty Beds orders * (LTD) Customer Service Operator working with customers concerning orders inquiries regarding shipment and inventory of items and assists with returns or replaced items * (Bright Spark Travel) Collections Specialist for past due accounts to be paid prior to travel | | | | | |
|  | | AT&T- ILLINOIS BELL | **1995-** **2010** | | | | |
| Maintenance Administrator /CSR (Team Leader)  * Working to insure excellent repair of Residential and Business Phone service by locating & fixing problems with equipment and phones lines covering 5 3tates, responsible for more than approximately 6,000 individual and corporate accounts monthly. * Coordinating with other departments to resolve inquires including repair of Circuits, multiple Trunk lines and Cable/Pairs * Superior duties of Training, Motivating, and Disbursement of work Assignments to Team Members. | | | |  |
|  | | * Received Inbound Calls in opening new accounts, upgrading and or transferring accounts to new locations * Processing orders accurately and in an effective matter * Handled Billing issues regarding, payment, credit, disputes and at providing information of various products and services to clients. | | | |  |
|  | | **Education DePaul University (Communications), Columbia College**  **(Bachelor’s Degree)** | | |  |