

Patricia Christian-Bows

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Experienced Customer Care Services specialist and Process Manager with 10+ years of demonstrated history of working in customer care support, onboarding, training, and client relationship management. Effective communicator, collaborator, and result oriented. Driven to leverage communication and interpersonal skills towards improving relationship management, strategic training, and learning content.

AREAS OF EXPERTISE

Customer Service | Client Relations | Verbal & Written communication | Time Management | Public Speaking | Interpersonal Skills| Flexibility | Facilitation | Training & Delivery | Onboarding | Collaboration | Retention | Research | Conflict Resolution | Problem Solving | Process Improvement | Relationship Building | Troubleshooting | Adaptability

TECHNICAL SKILLS

Microsoft Office Suite | Oracle | Zoom | Microsoft Teams | Google Suite | Canvas | Moodle | Slack

PROFESSIONAL EXPERIENCE

Dealer Process Manager | 05/ 2021- PRESENT

ADT Security LLC | Aurora, CO

- Improved and revamped new dealer client onboarding processes, reducing onboarding time by 35%
- Create, schedule, and present new dealer, group, and individual training based on learning needs, including weekly learning enhancement training on operations, funding, and customer service
- Conducted classroom, virtual, and in-office training to internal and external partners
- Collaborated with cross-functional teams and managers to identify process improvements to increase efficiency and promote one call resolution
- Serve as a primary resource for client management relations during onboarding and the first 60 days of partnership, to ensure operational and service transition from training to production.

Dealer Operations Team Lead | 04/ 2018- 05/2021

ADT Security LLC | Aurora

- Resolved dealer inquiries, through call handling and email support, reducing call handle time call time by 20%.
- Developed and maintained spreadsheets to track chargebacks, quality assurance, and performance data for management.
- Provided coaching and feedback to dealer support members to improve client interactions and process accuracy
- Assessed new employees in areas of customer services and interpersonal communication
- Delivered training and maintained materials for new employees to align with business needs
- Improved dealer experience through troubleshooting order entry issues, administrative portal assistance. This resulted in becoming a subject matter expert for CRM partner
- Served as a resource and advisor on related issues resolution; collaborated cross-functionally to deliver superior performance results

Customer Service Representative | 09/2013- 04/2018

ADT Security LLC | Jacksonville, FL

- Provided billing and technical support to internal and external customers, meeting service level requirements of 240 seconds' average.
- Answered questions regarding billing, technical support, and service scheduling
- Assisted more than 100 customers through call handling per day
- Collaborated across departments to enhance customer service experience through backup caller roles
- Maintained action queue for department escalations resolving customer complaints within 48 hours.
- Researched customer inquiries, complaints, and provided resolution to team lead and management for resolution

EDUCATION

Bachelor of Arts, Communication Studies (Expected Dec 2025)

Metropolitan State University - Denver, CO

Minor: Instructional Design and Technology