

Gregory Knighton

Gardena, CA 90248

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(310) 210-6915

Authorized to work in the US for any employer

Work Experience

ERS Receiver

Emergency Road Service Call Center Automobile Club of Southern California - Long Beach, CA

August 2011 to May 2020

Responsibilities

70 to 90 inbound calls daily

Triage and distribute emergency road service calls in a 3 to 4 minute window

Resolve sensitive customer service transactions and inquiries

Accomplishments

Maintain high level of member satisfaction and service

Consistent promote and cross sale other products and services

Skills Used

Superb telephone etiquette

Competent in Microsoft office applications

Ability to analyze and resolve problems

Loan Officer Mid

Cities Financial Credit Union

2009 to 2011

Member Services Representative

Member Services Wescom Credit Union - Torrance, CA

September 2000 to October 2009

Responsibilities

Market and solicit new accounts and financial services

Process and fund consumer and automobile loan applications

Perform monthly audits, balance ledgers and monitor cash for branch

Accomplishments

Perfect attendance for 6 years

Operations Supervisor for 3 different branches

Skills Used

Excellent organizational skills and able to prioritize multiple task

Very good at training and strong leadership skills

Life Insurance Agent

Life Insurance Agent American General Life and Accident Insurance Company - Long Beach, CA
June 1997 to September 2000

Responsibilities

Market and solicit life insurance and financial services

Accomplishments

95% of the policies I wrote stayed in force for more than 7 years

Skills Used

Outstanding interpersonal skills with awareness and sensitivity to diversity

Education

High school diploma in Algebra, History, Physics and English

St John Bosco - Bellflower, CA
September 1976 to June 1980

Skills

- Loan Officer Experience
- Financial Services
- Phone Etiquette

Additional Information

SUMMARY OF SKILLS

- Superb telephone etiquette
- Ability to analyze and resolve problems
- Ownership and initiative to meet deadlines
- Excellent organizational skills and able to prioritize multiple tasks
- Outstanding interpersonal skills with awareness and sensitivity to diversity
- Competent in Microsoft Office applications
- Proficient in using of office equipment
- Recognize and diffuse escalated situations in a patient and professional manner