**Jennifer Sanchez**

(C) 832-686-4450 | quackruffmeow@yahoo.com | Lewisville, TX 75067

**Summary**

Cheerful and upbeat professional with history of exceeding customer service expectations. Calm and composed in stressful situations and capable of reducing customer dissatisfaction through acknowledgment, decisive communication and focused solutions. Also, attentive to customer needs and able to break down technical problems to develop effective solutions.

**Skills**

|  |  |
| --- | --- |
| * Office equipment proficiency * High-energy attitude * Direct sales * Hardware diagnosis * Troubleshooting proficiency * Customer support needs assessment | * Call center experience * Computer literate * Computer technology * Microsoft Excel and PowerPoint * Type 50 WPM |

**Experience**

**Blue** cross blue shield march 2020-present

* Answer incoming calls
* Provide information about insurance

Independent Contractor, Usa Truck Inc., August 2018-November 2019

Van Buren, AR

* Balanced and handled expense accounts for each trip.
* Observed all driving regulations and safety procedures, and maintaining 100% safe driving.
* Operated tractor-trailer combination in urban, suburban and rural environments and in all types of weather conditions.

Senior Technical Support Engineer/Sales Agent, HostGator.Com LLC, March 2016-July 2018

Houston, TX

* Configured new employee work stations, including all hardware, software and peripheral devices.
* Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
* Researched, documented and took escalated support cases from lower levels of support when unable to resolve issues using available resources.
* Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
* Offered product and service consultations and employed up-selling techniques.
* Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
* Answered incoming telephone calls and chats to provide information about products, services, store hours, policies and promotions.

Truck Driver, K&B Transportation, January 2015-March 2016

South Sioux City, NE

* Lifted freight and other objects of various shapes, sizes and weights up to 80 pounds.
* Operated tractor-trailer combination in urban, suburban and rural environments and in all types of weather conditions.
* Ensured timely delivery by conducting pre-inspections and ensuring truck was maintained for reliable, safe operation.

**Education and Training**

Associate of Science

Liberal Arts And Sciences, Kirkwood Community College, Cedar Rapids IA January 2013

Bachelor of Science

Arts And Science, Thomas Edison State University, Trenton NJ