Denise Buczak

(920) 277-6746

2314 Meadow Green Dr Neenah, WI 54956

Denise.Buczak@gmail.com

**Objective:** To secure a position utilizing experience in areas of customer service, education, and support.

**Professional Profile**

* Provide consistent service building and validating quotes for external and internal business partners, averaging 25 closed cases per work day.
* Act as a mentor for peers, helping agents learn and gain proficiency in Cisco systems, resulting in effective and efficient customer care.
* Expert level knowledge of Cisco Service Contract Center (CSCC) and SMARTnet programs.
* Aptitude in systems such as BI/SAP for reporting and analysis.

**Professional Experience**

Convergys - Cisco Customer Service Representative 9/2008-Present

AT&T U-Verse Customer Service Representative 9/2007-9/2008

CPE representative responsible for servicing as a liaison between Cisco and partner companies to resolve errors on CSCC quotes.

**Accomplishments**

* Proficiently create and complete SMARTnet quotes for direct and indirect customers.
* Exceed goals for quality and timeliness metrics.
* Ability to leverage business knowledge and data analyses to deliver recommendations on alternative options.
* Awarded for Customer Service Excellence, consistently receiving recognition.