**[1482 D’Angelo Drive] [North Tonawanda, NY 14120] [716-445-6468] [LFarrell025@verizon.net]**

**Lauren Farrell**

**Experience**

**Cisco Sales Support Rep**

**Aug 2015 – Present Ingram Micro Williamsville, NY**

• Processes customer transactions and/or updating, correcting, or altering transactions as requested.

• Performs transactional functions and order entry duties in response to information received via fax, verbal, or electronic transmission (web, EDI, email, etc.).

• Reviews and verifies the accuracy of the request and transaction and completes the transaction accordingly.

• Maintains records associated with the transaction and prepares related reports as needed. Handles customer inquiries and resolves basic to complex support issues with the customer, vendor and associate team members to help deliver an outstanding customer experience.

• Coordinates and/or assists with inquiries regarding order status, deliver/shipment dates, inventory/product availability, pricing/quotes, and other related questions. Resolves moderate to complex transactional issues and is able to navigate through the various support functions and tools throughout Ingram Micro.

• Researches and provides requested information in a professional and timely fashion.

**Owner / Technician**

**Oct 2013 – Present Spray Tanning by Lauren North Tonawanda, NY**

• Create income and expense reports.

• Schedule appointments for clients.

• Perform basic accounting and bookkeeping.

• Follow all FDA rules and regulations.

• Provide clients with the necessary knowledge of products and procedures.

• Develop marketing materials.

• Provide all networking with business personnel, clients and internet services.

• Keep excellent customer relationships.

**Member Services Associate**

**September 2014 – July 2015 Fidelis Care New York Getzville, NY**

• Contributes to team effort by accomplishing related results as needed.

• Assists supervisor with special projects when needed.

• Answers telephone calls using exceptional customer service.

• Goes above and beyond to help a member out as well as achieving personal/corporate goals.

• Documents calls following corporate workflows with sufficient information.

• Provides members with specific and accurate information coinciding with their insurance policy.

• Problem solves to find out an accurate and appropriate response for the member.

**Education**

**The Salon Professional Academy, 2011-2012**

**Major:** Cosmetology

**Acquired:** Cosmetology License

**North Tonawanda High School, 2008-2011**

**Major:** General Studies

**Acquired:** Diploma

**Skills**

* Excellent Organizational Skills.

• Strong Customer Relations Skills.

* Problem Solving Skills.

• Computer Knowledge: Microsoft Word, Excel, & PowerPoint, Scheduling/Appointment programs, Facets, Rainbow, Finesse, Kronos.

* Multi-line Telephone Answering.
* Word Processing, Data Entry and Typing.

• WPM of 72.

• 6 years of customer service experience.

* Cisco Knowledge: Cisco Commerce Workspace, Cisco Service Contract Center.