**Theresa Starkey**

1720 S Coolidge Avenue, Mason City, Iowa

641-210-0355; [starkth1970@yahoo.com](mailto:starkth1970@yahoo.com)

**Summary:** Extensive experience in customer service along

**Professional Experience:**

**Client Services Specialist**

**Shopko,** Mason City, Iowa **October 2014-Present**

* Train new agents
* Implement new training procedures
* Successfully maintain over 200 client accounts
* Communicate with customers via phone, chat and email to ensure resolution to customer inquiries
* Generate quality reports to compare metrics of each agent
* Handle escalated calls and resolve within a timely manner
* Post payments to customer accounts
* Update customer profiles with accurate information

**Program Coordinator**

**The Mason City Foundation,** Mason City, Iowa **August 2013 – October 2014**

* Maintained schedule for rental activities within guidelines and policies of facilities
* Set up equipment and tables for activities
* Post payments to customer accounts and sent out bills

**Education:**

* **Bachelor of Science,** Business Management, Hamilton College, Mason City
* **Associate of Arts,** Administrative Assistant, Hamilton College, Mason City
* **Completed the NCRC with a Silver Level**