

## CUSTOMER SERVICE REPRESENTATIVE

### Summary

Recognized for being able to promote exceptional results and productivity from a team of individuals. Six years experience within Contact Center Operations, supervised teams of 20 up to 100 employees. Extensive experience within the Contact Center Operations environment, including daily communications with all levels of leadership supervisor, management. Recognized for ability to multitask and excel at any task assigned, analytical and organizational skills.

### Skills

- Microsoft Office
- Verint
- Siebel
- RTA
- Avaya
- Operating Systems
- Vista
- Windows 7
- Windows 8
- Windows 10

### Experience

08/2015 to Current

Customer Service Representative Company Name 1/4 City , State

- Handled large call volume while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Refer unresolved customer grievances to designated departments for further investigation.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

09/2014 to 07/2015

Customer Service Supervisor Company Name 1/4 City , State

- Provides supervision and leadership to a team of 20 to 60 customer service representatives and through the various communication channels within operations (telephone, e- mail, written correspondence, and web-chat).
- Met contract specific goals/objectives as required Extensive experience with the Healthcare Marketplace Supervise, develop, and coach CSRs to assure productivity, quality, attendance, and timeliness of work in the completion of assigned projects and departmental goals Maintain daily reports regarding adherence, service level, and staffed hours to assure CSR's and team are meeting contract and department goals Assume leadership responsibility for floor management (including agent placement), department tasks, and contact center incentives Work closely as a team with CSR's, other supervisors, customer service managers, and senior site managers within operational areas of the contact center Complete and deliver employee performance appraisals on a monthly and yearly basis and corrective actions as needed Interviewed and hired qualified candidates for CCO customer service representative as well as performed substantial portion of recruitment for new hire employees (including advertising and job fairs) General Dynamics Information Technology.

10/2013 to 09/2014

Customer Service Representative Company Name 1/4 City , State

- Handled large call volume while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Refer unresolved customer grievances to designated departments for further investigation.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

06/2011 to 10/2013

Customer Service Representative Company Name

- Handled 100 calls a day while being able to multi task and provide accurate information to the consumers while maintaining a high level of quality of service.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Practiced Conflict Resolution, refer unresolved customer grievances to designated departments for further investigation.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

#### Education and Training

2013

Associate of Science : Psychology Eastern Kentucky University i¼ City , State

#### Skills

administrative, advertising, Avaya, budget, coach, Conflict Resolution, Prepare contracts, clients, customer service, dispatching, e- mail, forms, Information Technology, Inspect, ISO 9001, leadership, materials, Microsoft Office, Operating Systems, developer, performance appraisals, personnel, progress, quality, quality control, recording, recruitment, safety codes, Siebel, supervisory, supervision, telephone, Time Management, Vista, written