

CUSTOMER SERVICE REPRESENTATIVE

Summary

To obtain a position that will enable me to use my organizational skills and ability to work with people, in a stable environment that will lead to a lasting relationship.

Experience

January 2014 to Current Company Name i¼ City , State

- Phoenix Aviation has provided me with an extensive knowledge of aviation amongst multiple product lines; while remaining task oriented and working as a team member.
- I currently work with the Agriculture, Commercial Aircraft, Commercial Airport, and Airline product lines.
- Having knowledge of multiple product lines is an asset, because I am able to assist multiple underwriters and underwriter assistants throughout the company.
- Issue new business and renewal binders, endorsements, and any mid-term changes that may occur, while maintaining monthly reports for the commercial and airline policies.
- Assist brokers on a daily basis with a concerns or questions concerning policies, certificates, loss runs, invoices, and endorsements for Agriculture, Commercial, and Airline products.
- Familiar intranet and internet based systems that incorporate a paperless process.
- I have received numerous awards for going above and beyond for my manager and multiple underwriters.

Customer Service Representative

February 2013 to January 2014 Company Name i¼ City , State

- AIG Aerospace has provided me with the knowledge of aviation and ability to assist brokers; while also working as a part of a team and providing the best customer service.
- Having knowledge of aviation is useful in assessing aviation risk, which includes aircraft specifications, reviewing pilot experience, and etc.; to produce computer-generated quotes and binders.
- Issue endorsements, binders, and policies for light general aviation aircrafts and also maintain renewals on a continuing basis through the updating underwriter information for renewal proposals.
- Manage and respond to brokers on a daily basis with any concerns and questions regarding accounting, underwriting, renewals, policy terms and conditions, non-ownership program, and providing training to brokers regarding an external quote system.
- Familiar with intranet and internet based systems that incorporate a paperless process.
- Research and corrected any premium discrepancies by offsetting balances in the accounting system.

Device Support Center Manager

January 2008 to Current Company Name i¼ City , State

- Flextronics has provided me with the managerial skills needed to supervise, communicate, and manage the overall performance of staff in the store.
- Analyze the daily reports of data received, giving recommendations, and developing strategy plans on how to improve quality and quantity for the company.
- Taking inventory of all supplies, mobile devices, and accessories in the store and documenting daily transactions.
- Mobile devices have become a very important aspect of our culture and therefore it is a necessity that customer's problems be resolved as soon as possible.
- My experiences have given me the ability and the expertise to train other employees, while staying abreast on AT&T mobile devices and the latest technology.
- At Flextronics, we have mandatory quotas that must be met monthly to achieve or support center goals, visions and objectives.
- I have the aptitude to achieve goals independently or in a group setting; while being able to motivate myself and others.
- I am excellent at multi-tasking and maintaining flexibility.
- My daily duties consist of assisting customers in person and on the phone.
- My verbal communication skills allow me to effectively communicate Flextronics position, while listening and asking questions to meet the customer's needs.
- I am empathy when listening to others; while educating customers about their devices and resolving issues.
- My written communication skills are another essential part of my daily duties at Flextronics.
- For every customer that comes to the store their account must be annotated.
- The annotations must include the customer's name, issue, troubleshooting steps that were performed, results of those steps, and the resolution of the issue.
- My organizational skills are invaluable within the device support center.
- Due to there being an abundance of customers and their wireless devices.
- It is imperative to be organized especially dealing with customers proprietary information.
- These skills help me to be more efficient in supervising and managing other employees; while remaining attentive to the customer.
- I have been awarded employee of the month for five months.
- Along with numerous emails and phone calls with positive feedback from customers.
- I was also sent to Shreveport, LA because of my expertise to assist employees and customers.

Education

Baccalaureate of Science : Business Administration/Marketing , 2008 Business Administration/Marketing University of Louisiana at Lafayette

Skills

accounting, accounting system, customer service, inventory, listening, managerial, managing, multi-tasking, organizational skills, policies, proposals, quality, Research, strategy, supervising, phone, troubleshooting, underwriter, underwriting, verbal communication skills, written communication skills