

CUSTOMER SERVICE REP

Career Focus

To find a long term career that is enjoyable and a great place to work. Being able to support a family is a big plus as well!

Core Qualifications

- Operations management
- Natural leader
- Proficiency in management and Weapons training
- aircraft safety
- Proficient communicator
- Quick learner
- Motivated
- Computer proficient
- Background checks
- Microsoft Office
- Strong analytical skills
- File/records maintenance
- Excellent problem solving skills
- Reports generation and analysis
- Change management Financial records and processing
- First Aid training (2014) Training and development
- AED training (2014)
- Superior customer service
- Diagnosis and repair
- Mathematical aptitude
- Preventative maintenance
- Employee relations specialist
- Service solutions expert
- Dedicated to process improvement
- Conflict resolution proficiency
- Devoted to data integrity
- Negotiation competency
- Troubleshooting skills
- Telecommunications knowledge
- Proficient in customer account software
- Multi-channel contact center software
- Customer Relationship Management software (CRM)
- Adept in automated attendant systems

Education and Training

2014 Aviation Warfare Operator-A1 A School - City , State , US Select One, On The job training for Electronic Warfare Operator 8 moth school dedicated to familiarize the student with the Boeing 737 platform. learned in-flight emergency procedures, crew resource management skills, system operations, preformed basic aircraft maintenance. Acoustic/ Radar signal interpretation

High School Diploma 2012 Naval Aircrew Candidate School - City , State , US 4 week school to make sure we are qualified to fly. Aviation Physiology, Combat First aid, Aviation mis-hap survival skills, familiarization with all aircrew fixed and rotary wing aircraft, crew resource management skills

Moon Valley High School - City , State , US

Accomplishments

Received Global War on Terrorism Service Medal. Maintained 100% accountability of a large aircraft equipment and tools worth over \$1million on a daily basis. Promoted twice at Discount Tire in less then a year. Highest scoring student in the training program at Progressive Leasing. I hold the best QA grades out of all in my hire group.

Work Experience

Customer Service Rep Jul 2015 to Current

Company Name - City , State Collected customer feedback and made process changes to exceed customer satisfaction goals. Made reasonable procedure exceptions to accommodate unusual customer requests. Provided accurate and appropriate information in response to customer inquiries. Demonstrated mastery of customer service call script within specified timeframes. Addressed customer service inquiries in a timely and accurate fashion. Maintained up-to-date records at all times. Developed effective relationships with all call center departments through clear communication. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Built customer loyalty by placing follow-up calls for customers who reported product issues. Formulated and enforced Service Center policies, procedures and quality assurance measures. Properly directed inbound calls in phone queues to improve call flow.

Apprentice Tech Jun 2014 to May 2015

Company Name - City , State Followed checklists to verify that all important parts were examined. Examined vehicles to determine the extent of damage or malfunctions. Communicated with customers regarding vehicle issues and potential repairs. Operated pneumatic tools and air compressors. Removed and replaced tires, Wheels and Lugs. Contributed to repeat and referral business by using strong customer service and problem solving skills. Organized work records and filed reports. Ordered accurate amounts of parts and supplies to maintain necessary inventory. Guided mechanics with decisions concerning repair and replacement of parts.

Aviation Warfare Operator Electronic Operator Jun 2012 to Jun 2014

Company Name

- Coordinated all department functions for team of 250 employees.
- Verified and logged in deadlines for responding to daily inquiries.
- Coordinated with airport vendors regarding fueling and catering logistics.
- Operated full cabin management systems, including the APY-10 Radar, ELetronic Support Measure, Radios, Integrated Friend or Foe Interrogator.
- Enforced safety and security measures and protected sensitive zones by any mean necessary.
- Updated the flight crew and briefed fellow staff on changes in preflight briefs. Successfully completed Crew Resource Management develop professional skills.
- Verified that information in the computer system was up-to-date and accurate.
- Prepared equipment for all operations. Verified that all required information was readily available and displayed correctly. Tacked maintenance actions and completed records. Troubleshot manufacturing and inspection test equipment on electronic parts of aircraft.

- Quickly replaced faulty parts and unit wiring and retested systems.
- Coordinated port visits and fleet operations domestically and abroad.
- Defused hostile situations with superior negotiation techniques.
- Logged and filed classified documents.
- Determined elevation and grid azimuths with maps and map overlays.
- Effective decision-maker in high-pressure environments.
- Prepared operation plans and orders to support security of resources and installations.
- Maintained complete accountability during redeployment of all sensitive items and communication equipment.
- Completed multiple fire prevention safety training.
- Directed supporting fire to suppress enemy fire and allow troops to maneuver the area.
- Coordinated operations with armor, artillery and air support units.

Skills

analytical skills, Basic, Change management, CHI, Financial, First Aid, inspection, interpretation, logistics, MA, management skills, Microsoft Office, Radar, Weapons, Natural, negotiation, communicator, Operations management, Physiology, problem solving skills, Quick learner, safety, test equipment, wiring

Cash handling Able to lift 50-100 pounds Careful and active listener Strong public speaker