

CUSTOMER SERVICE REP

Professional Summary

I am currently seeking a full-time position, in an environment that will be a greater challenge for me. I'm also aiming to learning new skills or using my own skills, to help me better myself in the real world and will allow opportunities for advancement. I am an accomplished and motivated individual with a solid background in AutoCAD design, layout, and design for products. But I also have experience in Customer Service Representative and Administration with over 8 years of experience in telephone and in-person customer services, including sales, tech support, customer care, active listening and problem solving in a fast-paced, team-based, deadline-driven environment. Detail driven with outstanding communication skills and proven success interfacing with both customers and team members. Call Center Representative versed in customer support in high Call volume environments. Superior computer skills and telephone etiquette.

Skills

- AutoCAD Â
- AutoCAD Civil 3DÂ
- Civil Engineering BasicsÂ
- Adobe IllustratorÂ
- 3Ds Max DesignÂ
- AutoCAD Inventor ProÂ
- Revit
- Architectural knowledge
- Ability to Work Under Pressure
- Teamwork
- Decision-making strength
- Deadline-oriented
- Customer service
- Critical thinking
- MS Windows proficient
- Creative problem solver
- Quick learner
- Strategic sales knowledge
- Multi-line phone talent
- Self-motivated
- Strong verbal communication
- Risk management processes and analysis

Work History

Customer Service Rep , 08/2016 to 02/2018

Company Name â€“ City , State

- Supported management in assuring floor agents completed tasks correctlyÂ
- Described product and pricing to customers and accurately explained details and care of merchandise.
- Answered product questions with up-to-date knowledge of sales and company promotions.
- Scored in top 10% of employees in successful resolution of issues
- Ensured superior customer experience by addressing customer concerns or complaints, demonstrating empathy and resolving problems on the spot, professionally.
- Maintained cleanliness and presentation of stock room and production floor.
- Directed calls to appropriate individuals and departments.
- Achieved sales goals and service performance requirements with new customer and existing sales.
- Asked open-ended questions to assess customer needs.
- Learned, referenced and applied product knowledge information.
- Contacted customer to follow up on purchases, suggest new merchandise and inform them about promotions and upcoming events.
- Set up and explained new membership contracts.
- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls that was giving to agents daily in a call center environment.
- Defused volatile customer situations calmly and courteously.
- Developed all process controls and metrics for daily management of the Call Center.

Crew Member , 02/2014 to 08/2016

Company Name â€“ City , State

- Create burritos, and have fun doing it.
- Greeted customers and provided excellent customer service.
- Providing friendly, quality customer service to each Chipotle customer.
- Excellent time management skills and ability to work in high pressure situations.
- Worked on the line, cash, and fax area.
- Completing hot food preparation assignment accurately, neatly, and in a timely fashion.
- Cleaning equipment, preparing food throughout the day as needed, anticipating and reacting to customer volume.
- Following Chipotle sanitation standards including washing cookware and utensils throughout the day.
- Assembled food orders while maintaining appropriate portion control.
- Followed food safety procedures according to company policies and health and sanitation regulations.
- Reported to each shift on time and ready to work.

Billing, Office Assistant , 09/2012 to 11/2012

Company Name â€“ City , State

- Checked patient data including insurance, demographic and health history to ensure all information was current.

- Maintain logs for all transactions that occur in a day.
- Maintained accurate records of patient care, condition, progress and concerns.
- Scheduled and accompanied clients to medical appointments.
- Maintained a clean, healthy and safe environment.
- Performed clerical duties, such as word processing, data entry, answering phones and filing.
- Correctly coded and billed medical claims for various hospital and nursing facilities.
- Interacted with all necessary partners throughout the establishment including physicians, nursing staff, technicians, and medical assistants.
- Scheduled, rescheduled and handled cancelled appointments for patients using desktop calendar software.
- Greeted each patient pleasantly and provided the desk sheet for sign-in.
- Adhered to strict HIPAA guidelines at all times according to company policy. Maintained strict patient and physician confidentiality.
- Answered the phone by the second ring and greeted callers enthusiastically on a multi-line phone system.
- Verified patients' eligibility and claims status with insurance agencies by submitted electronic/paper claims documentation for timely filing.
- Managed collections claims for unpaid bills against the estates of debtors.
- Responded to correspondence, posted and adjusted payments from insurance companies.
- Identified and resolved patient billing and payment issues.

Customer Services, Billing and Server , 01/2006 to 06/2010

Company Name " City , State

- Consistently provided professional, friendly and engaging service.
- Helping the chef get ready for service by preparing food.
- Cleaning the kitchen, including washing kitchen appliances, work surfaces, floors and walls.
- Transports all materials to and from the event area, following all health and safety qualifications for food and serving ware.
- Sets up, decorates, and prepares serving and dining areas according to specific directions and layout plans established by the catering manager.
- Prepares food in an attractive and appetizing way according to the caterer's directions and serves the food with apposite and courteous demeanor.
- Breaks down serving and dining areas.
- Cleans and sanitizes all equipment, utensils, dining ware, linens, serving ware, and work areas.
- Followed all safety and sanitation policies when handling food and beverage to uphold proper health standards.
- Selected and ordered décor and event materials.
- Interviewed clients to understand event scopes of work, establish budgets and determine timelines for venue selection, guest list finalization, and rehearsal, ceremonies, and receptions.
- Worked closely with couples to meet wedding goals, maintain deadlines and resolve complaints or service issues.

Education

Computer Aided Drafting and Design (CADD) Associate Degree : Computer Drafting and Design , March 2015

ITT-TECHNICAL INSTITUTE -

Computer Drafting and Design

Pre-Medicine , RANDOLPH-MACON COLLEGE -

Pre-Medicine

Advance Diploma : June 2010

LEE-DAVIS HIGH SCHOOL -

Additional Skills

Adobe Illustrator 3, AutoCAD, Civil Engineering, cooking, Cleaning equipment, Revit