

## ADVISOR

### Summary

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

### Skills

- High customer service standards
- Call center management experience
- Proficient in customer account software
- Strong problem solving ability
- Conflict resolution proficiency
- Customer Relationship Management software (CRM)

### Accomplishments

Promoted to Call Center Manager in 2002.

### Experience

Advisor 02/2007 to 08/2016 Company Name City , State

Supervise a team of over 10 employees

Make adjustments on customer accounts as needed

Assist itune customers by adding or deleting services and products

As an adviser I am the customer's first point of contact representing Apple

Support many popular products like iPhones, iPads, MacBooks, and desktop Macs

Healthcare Representative 08/2005 to 02/2007 Company Name City , State

Looked up members charts to give lab results upon request.

Assisted Members with appointments, referrals and transferring to a nurse.

Maintained 100% compliance with all hospital and government regulations (HIPPA).

Confirmed and updated personal information every call to make sure Kaiser member accounts were up to date.

Billing Specialist Supervisor 04/2001 to 08/2005 Company Name City , State

Supervised 10- 15 call center employees

Provided employee training as needed to my team Assisted Comcast customers with billing inquiries and disputes Implemented employee incentives to keep up employee morale

### Education and Training

Bachelor of Arts : Business Management 2017 University of Phoenix Business Management Rancho Cordova, Ca, USA

### Skills

Professional, friendly, compassionate, active listener who processes the ability to Multi-task