

CUSTOMER SERVICE SPECIALIST

Summary

Detail-oriented individual with strong technical skills and the ability to learn concepts quickly. Proficient and adaptable; looking for an opportunity to use my knowledge and experience to assist a customer-service focused company. Versatile student with achieved success in on-campus and on-line classes. CORE STRENGTHS have been utilized in previous jobs that required immediate attention to detail and learning new computer program applications.

Highlights

- Meticulous attention to detail
- Results-oriented
- Self-directed
- Time management
- Professional and mature
- Strong problem solver
- Resourceful
- Dedicated team player
- Strong interpersonal skills
- Microsoft Office, Excel, Power Point
- Understands grammar
- Proofreading
- Strong communication skills
- Cash handling
- Knowledge of income tax procedures
- Positive attitude
- Strong organizational skills
- Active listening skills
- Computer proficient

Accomplishments

- 2010 Co Founder of a non-profit Assist women during and after incarceration
- Remodel project of house purchased 03/2011
- Manage a transitional house for women
- Fundraising
- Create budget for operational expenses

May 1986 - June 2005

- Mom to 3 daughters - home schooled my children

2001 - Present

- Active volunteer at Tri County Regional Jail
- Classes - computer, sewing, craft, self improvement

Skills

- Second Language - ASL
- Data collection
- Data entry
- Grammar
- Proofreading
- Multi-Task Management
- Reading Comprehension
- 10-Key
- Grasp new concepts

Experience

08/2014 to Current

Customer Service Specialist Company Name 1/4 City , State

- Provide accurate and appropriate information in response to customer inquiries.
- Address customer service inquiries in a timely and accurate fashion. Demonstrated mastery of customer service call script within specified time frames.
- Build customer loyalty by placing follow-up calls for customers who reported product issues.
- Verify that information in the computer system was up-to-date and accurate.
- Update Insurance policies on homeowners account
- Issue premium payments
- Request research and follow up to remove or update required insurance coverage and payments

- Provide explanation of letters sent to customer regarding hazard, flood, windstorm, and condo master policies
- My current position requires operating fourteen computer applications , completing research within data base, updating insurance coverage, issuing payments, and answering customer's concerns in a proficient manner.

06/2005 to Current

Co Owner Company Name 1/4 City , State

- Inspect work sites to measure dimensions, lay out work and estimate materials for each job.
- Recommend options to customers for blending, harmonizing and contrasting colors.
- Refinish household furniture such as desks, chairs, tables and bookcases.
- Coordinate and completed ongoing routine painting of the exterior and interior of the properties.
- Cover floors before prepping, priming and painting all surfaces.
- Maintain a thorough inventory of paint equipment and supplies.
- Repaint entire apartments after residents moved out.
- Collaborate with electricians, carpenters and mechanics to complete construction projects.
- Determine appropriate color for new and replacement applications during consultation with customers.

10/2012 to 08/2014

Surfacer Sanding - Paint/ Line 2 Company Name 1/4 City , State

- Assess work for errors or compliance issues and make corrections and modifications when necessary
- Clean and finish sub-assemblies or assemblies using hand or power tools
- Inspect, sand, and remove defects from automobiles before they enter the paint booth

03/2011 to 07/2012

Cashier/Customer Service Company Name 1/4 City , State

- Helped customers select products that best fit their personal needs.
- Maintained visually appealing and effective displays for the entire store.
- Educated customers on product and service offerings.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Kept the showroom clean and maintained neat, orderly product displays.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.
- Balanced the needs of multiple customers simultaneously in a fast- paced retail environment.
- Processed shipments and maintained organized stock shelves.
- Processed all sales transactions accurately and in a timely fashion.
- Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers.
- Marked clearance products with updated price tags.
- Worked as a team member performing cashier duties, product assistance and cleaning.

11/1984 to 05/1986

Payroll Clerk Company Name 1/4 City , State

- Computed hours and applied to individual client accounts
- Processed payroll and employee pay adjustments.
- Verified that information in the computer system was up-to-date and accurate.
- Processed confidential tax form information.
- Assisted with payroll preparation and entered data into cumulative payroll document.
- Verified and printed W-2 year end reports

06/1983 to 07/1984

Cash Office / Bookkeeper - Apparel Departments Company Name 1/4 City , State

- Handled cash and deposits using the proper accounting procedures and documentation.
- Entered weekly sales and customer count sheets for review by management.
- Processed payroll and employee pay adjustments.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Computed accurate sales prices for purchase transactions.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Expressed appreciation and invited customers to return to the store.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Assisted customers with store and product complaints.
- Compiled weekly monetary reports and records for store managers.
- Maintained adequate cash supply in cash drawers in multiple checkout stations.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.

- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Processed merchandise returns and exchanges.

Education

2015
 Associate of Arts : Sociology Sociology, Psychology and Communications Sinclair Community College i¼ City , State GPA: Dean's List
 Academic Achievement Award The National Society of Leadership and Success Sociology Sociology, Psychology and Communications Dean's
 List Academic Achievement Award The National Society of Leadership and Success