

ENTERED
4/29/15

Wed. 5/6 @ 1pm

Darlene Parker

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WORK EXPERIENCE

VIDEO REPAIR REP

CHARTER COMMUNICATIONS - Rochester, MN - May 2012 to Present

Responsibilities

I provide customer service to our cable tv, internet, and phone customers each day; with the help of the customer i perform over the phone troubleshooting steps to resolve issues with equipment and services. I also assist with minimal billing concerns customers may have and provide self help options to our customers to allow them to be more hands on and have a better understanding of their services

Accomplishments

I have learned to work well in a sometimes stressful environment; as well as how to ask probing questions to assist the customer better with finding the root of their issue and ways to resolve

Skills Used

Great listening skills very empathetic, team player; able to utilize my resources to achieve great customer service experience

Assembly Line Production Worker

Reichel Foods - Rochester, MN - May 2011 to March 2012

Responsibilities

Assembly line production worker; i was responsible for carefully packaging food product to assure our consumers the best experience when purchasing our products; as well as maintaining a clean and sanitize work area to assure the quality of our products

Accomplishments

Working on an assembly line i learned how to work in a very fast-paced environment where employees worked in very cold temperatures on a daily basis

Skills Used

Being at the front end of one of the fastest production lines i demonstrated leadership as well great team work and communication skills it gets quite loud so being able to remain focused is a must not to mention operating these lines are hardwork

EDUCATION

high school diploma in computer science

CARVER MILITARY ACADEMY - Riverdale, IL
2001 to 2005