

# Bryan T. Phillips

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## SUMMARY

Over 5 years of customer service experience and also 3 years in a sales background. Exceeded all performance standards in productivity and quality assurance. Skilled in system troubleshooting and diagnostics. Proficient in Microsoft applications such as Word, Excel, Outlook and Office. Possess strong organizational and attention to detail skills, Highly motivated and with an energetic attitude. Processed Health Insurance Claims request promptly and securely. Technical support and research skills. Typing speed of 45 wpm.

## EXPERIENCE

Customer Account Executive, Comcast  
Denver, Co — January 2014- Present

- Offered exceptional customer service and repair to customers who are experiencing difficulties with their service. Assisted irate and frustrated customers and was able to provide first call resolution. Identified their problems through probing and superb listening skills. Addressed customer inquiries in a timely and accurate manner and this assisted in retaining customers. Also maintained up-to-date records at all times. Built customer loyalty by placing follow-up calls for customers who reported product issues.

Customer Care Sr. Associate, Education Sales Management  
Westminster, Co — March 2011- October 2013

- Effectively communicated with potential students interested in attending higher education. Offered solutions to objections by providing more information about programs offered. Set appointments and provided Admissions Representative with concise information. I have worked with over 100 students a day by giving them information for higher education. Trained and provided assistance for other customer service representatives when needed. Also provided a positive student experiences and resolved all students' complaints.

Claims Specialist, Imerica  
Englewood, Co — May 2009- January 2011

- Provided detailed policy information to members. Managed high volume calls as well as resolved members inquiries. Listened attentively to members needs to ensure a positive experience for the member. Established a great rapport with members which increased revenue for the company. Explained premiums owed to policyholders, agents and underwriters.

Also kept up-to-date on changes in regulations for deductibles and collections. Obtained all necessary information to complete proper evaluation of health claims.

Technical Support Representative, Dish Network  
Littleton, Co — September 2008 - January 2009

- Assisted customers who had lost signal on their services by going through different systems and line of questioning for a resolution. Provided superior customer service to irate customers. Coordinated with different departments to follow through with customers' requests to promote the best solution. Resolved customer complaints and concerns utilizing strong communication skills.

Customer Service Representative, Convergys  
Denver, Co — January 2008 - June 2008

- Responded to inbound calls while helping members understand their health insurance claims by going through several steps to correct the issue. Provided assistance and guidance that maintained open communication with customers and providers. Worked with window based computer applications and intranet based applications to efficiently process customers inquires.

## EDUCATION

Argosy University— BA in Psychology— 2007-2010