

Raheem Carr

1324 Eagle Creek Blvd
Shakopee, MN 55379
651-387-8739
Rah.Carr85@gmail.com

PROFILE

Customer services specialist with extensive management experience. Strong interpersonal skills with certification in employee mediation and team building. Innovative problem solver; developed and implemented new service strategies to increase customer satisfaction.

EXPERIENCE

Customer Service Manager, Apac Corp, Mendota Heights, MN 2013-Present

- Managed 18-24 employees, and drove bottom line success for multiple clients (Apple, Best Buy, Verizon)
- Developed agent's skills thru weekly One On Coaching sessions with personalized curriculum
- Developed new agents and existing personnel into experts in customer service with policies, procedures, and products with recurrent training.
- Took escalated calls from agents to resolve the customer's concerns and give a proper solution for customer which results in a win win win situation for the customer, client and the company
- Balanced employee relationships while managing job requirements. which resulted in raised morale and attendance from agents.

Customer Service Representative, Apac Corp, Mendota Heights, MN 2012-2013

- Outsourced Apple Customer Services and performed Tier 2-Senior Technical Support.
- Provided retail solutions on inbound calls to customers that lead to first call resolution or sale.
- Worked as an "Abay" supervisor for new hire participants which produced successful representatives to the production environment.
- Took inbound and made outbound calls to other vendors concerning Apple IOS technology

Senior Admin Support, AAMI, New York, NY 2009-2011

- Managed office documentation including payroll and scheduling
- Greeted and directed visitors / customers to their destination and provided general information
- Answered multi-line telephone, routed calls, and took accurate recordings for data base.
- Performed faxing , photocopying and filing duties for multiple staff members.

EDUCATION

Katherine Gibbs School of Design, Digital Communication & Media — 2009-2010

SKILLS

Microsoft Word, Microsoft Excel, SQL, Metrex, Dartvue,