

# Terry Clark

## Customer Service Specialist Sr.

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### WORK EXPERIENCE

#### Customer Service Specialist Sr.

Driver & Vehicle Services, State of MN - Saint Paul, MN - June 2014 to Present

##### Responsibilities

Administrative support work providing technical information and services to external customers such as citizens and private and public organizations over the phone.

Under general supervision, analyze requests and provide technical information and services about Driver's License & Motor Vehicle services to external customers. Analyze and explain complicated, varied and at times, controversial issues. Final answers and resolution of problems frequently require research and repeated discussions/interviews with the customer.

Answer more complicated requests where there are no clear procedural responses. Rely on research beyond existing procedures for many solutions and answers to questions.

Provide technical information in response to diverse inquiries from external customers over the phone. Analyze requests for information and assistance by researching existing procedures and related resources and preparing clear and concise responses for customers.

#### Credit Consultant

Century Link - Saint Paul, MN - February 2001 to June 2014

##### Responsibilities

Obtain arrangements with customer across multiple business lines in a fast paced environment with high reaching

goals and high level of accountability.

Territory management with over 14 states that encompassed managing customer accounts and developing customer relations.

Dealt on high level with customer problems and was able to solve them through working out an arrangement that is

suitable for both the customer and company while maximizing profits.

### EDUCATION

Highland Park Sr. High School

### SKILLS

Typing 40wpm