

shoppreem burton

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WORK EXPERIENCE

Customer Service Representative,Health care

Us Foods Services - May 2013 to Present

•Health care

- Investigated and resolved wide-array of customer complaints and inquires,ensuring highest level of satisfaction.
- Served as primary contact for national accounts regarding purchase orders,shipping,billing,and other pertinent issues.
- performing task such as counting money, separating charge slips, coupons, and voucher, and marketing deposits.
- Exchange merchandise for customers and accept returns.
- Held full accountability scheduling and training administrative and customer service team,ensuring optimal coverage and support of client needs.
- take orders over phone
- payments over ther phone

Customer Service Rep

Comcast - Denver, CO - April 2010 to November 2013

- Take payments over the phones
- Sale all products that Comcast has to offer
- Proven track record of exceeding sales quotas in accountability based culture
- Demonstrate high energy and detailed sales product knowledge including competitive information
- Work with all products
- Build orders
- troubleshoot
- Meets and exceeds sales goals as established by local market
- Other duties and responsibilities as assigned
- Advances troubleshoot PC/browser/e-mail/personal webpage/connectivity
- Firewall/ router/hub problems and provides customer education to same.
- Demonstrates knowledge of installing software programs
- troubleshooting operating systems, software and hardware
- Accounting handling paper work and ect.

EDUCATION

Diploma in associated of applied science (AAS) May2012-December 2012 in medical office

concord career college - Aurora, CO
2010 to 2012

diploma in all

aurora central high school - Aurora, CO
2006 to 2010

SKILLS

5 years in Microsoft,word,excel,powerpoint • Enter a new bullet point • People soft computer skills • 4 years in Billing and coding • Administrative skills • Excellent communication skills • transcribing • insurance processing • 5 years in window server,window Vista,Window XP • Fast typist (WPM:70) . work in call center