
TIFFANY MURRAY

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PROFESSIONAL SUMMARY

Qualified [Loyalty Retention Rep](#) with 6 years in fast-paced customer service and call center environments. Personable and professional under pressure. Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. [Loyalty Retention Rep](#) excelling at customer satisfaction and retention. Pre and post-sales support specialist. Flexible and hardworking in deadline-driven environments.

SKILLS

- Trusted key holder
- Quick learner
- Training development aptitude
- Creative problem solver
- Exceptional communication skills

WORK HISTORY

Loyalty Retention Team, 02/2008 to Current

Dish Network – 3920 E 120th Ave, Thornton CO

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Accurately documented, researched and resolved customer service issues.

Cashier , 09/2005 to 10/2007

Burger king – 16850 E Iliff Ave, Aurora co

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Operated the drive-through window and sales register quickly and efficiently.
- Pleasantly and courteously interacted with customers.

EDUCATION

Associate of Applied Science: Business Marketing, Current

Front Range Community College - 3645 W 112th ave Westminster, CO

- Coursework in Business, Management and Communications