

Tamara Perry

Tech Savvy, Driven, Asset to Your Company

Denver, CO
tperry0507@gmail.com - 443 488 2925

To obtain a position within a growth oriented, progressive company. I would like to apply my customer relations/ management skills to an environment where they will make a significant impact on the overall consumer experience. The ideal atmosphere would be customer retention based and one in which new ideas are welcome and decision-making is required.

WORK EXPERIENCE

Emergency Response Agent

Time Warner Cable - Centennial, CO - March 2014 to Present

Responsibilities

Specializes in rapid response to commercial/residential burglar alarms. Respond to alarm signals and communicate to public safety agencies when appropriate. Deliver a superior customer service experience to customers by assisting them with their needs.

Work closely with our team of professional technicians and customer service staff at our branch offices. Maintain files of information relating to emergency calls such as personnel rosters, and emergency call-out and pager files. Test and adjust communication and alarm systems, and report malfunctions to maintenance units.

CLAIMS SUPERVISOR

WALMART - Baltimore, MD - September 2012 to December 2013

File and Process all internal and vendor claims for current location, as well as Site-to-Store.

Tracking and preventing both internal and external shrink.

Compliance Management for entire store. Recall processing as well as all hazmat processing in the building. Upholds all compliance and Ecolab standards.

Scheduling, Tasking, Coaching, and Training of all backroom associates.

Works directly with invoicing, direct sales receiving, and cash office to obtain financial goals, maintain profit, and reduce shrink.

Process and palletize all recalled, damaged, and site to store for return center pick up.

Facilitate Safety team meetings.

Assistant upper management in education of all staff.

Consistent physical activity, Effective Verbal and Email correspondence required.

XFINITY STORE SALES REP

COMCAST - May 2012 to September 2012

Provide strong understanding and enthusiasm around technology, especially around Comcast products and services.

Sell and engage new and existing customers in a high quality experience which enables them to make informed purchase decisions.

Maintain high energy and detailed sales product knowledge including competitive information.

Provide superior customer service with all customer interactions.

Meet or exceed sales quotas in accountability based culture.
Proactively retain existing customers from canceling service by using retention techniques.
Evaluate customer's potential product needs and make appropriate recommendations.
Process payments and equipment transactions in order to maximize the customer experience.
Work in a fast, high volume environment and maintain a positive I can do attitude.

Process and enter Direct Sales Rep orders for Video and HSI

COMCAST-DIRECT SALES ORDER ENTRY-Ultimate Staffing - November 2011 to May 2012

Verify all addresses in database. Check address serviceability for installation (Active, Disconnected or High Speed Data-ready).
Obtain and review all background information on new customers.
Connect Direct Sales Rep to TPV vendor (if selling DTS).
Direct complicated DSR issues to Help Desk as needed.
Handle high volume of calls, covering full range of Direct Sales needs in a prompt and professional manner, obtaining all information for resolution of transactions.
Answer Direct Sales Rep questions regarding billing, service packages, pricing, products and features. Provide delinquent account balance information to Direct Sales Rep.
Obtain assistance from Lead or Supervisor for resolving more complex inquiries. Represent Comcast in a professional and positive manner in all situations.

DEBT COLLECTOR

DEL MARVA CAPITAL SERVICES - 2011 to 2012

Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks

Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.

Notify credit departments, order merchandise repossession or service disconnection, and turn over account records to attorneys when customers fail to respond to collection attempts.

TMG MARKETING

SALES BUSINESS ACCOUNT MANAGEMENT - Denver, CO - 2009 to 2010

Provide support for existing AT&T customers while up selling products, renewing accounts, and escalating issues. Met and exceeded companies sales goal expectations. Tracked and noted accounts for accuracy, and product placed and sold for DIRECT TV and AT&T Uverse.

CSR

3Tech Wireless Support - Denver, CO - 2009 to October 2009

2009

Provide support to external/internal clients.
Analyzes problems with nonfunctioning equipment or software applications to identify problem areas and perform corrective actions.
Maintains log of problems so that recurring problems can be reported to product development.
Perform problem resolutions which may require follow-up and/or escalation to a higher level of expertise.

All Purpose Clerk

King Soopers - 2007 to 2008

Handled all transaction types, maintained drawer accountability as well as efficient stats.
Provided customers with product knowledge, positive demeanor, and upmost customer service.

Resolved customer escalations as well as participated in small group management training.

Technical Rep III

Dish Network - Littleton, CO - 2007 to 2007

2007

Provided quality technical support service through one-call resolution to establish a long-term customer relation.

Accurately responded to questions and assisted customers with product features, installation, setup and troubleshooting of hardware operations.

Assisted customers with their billing and payments needs. Sold multiple entertainment products and services as well as hardware systems and accessories.

USPS Email Response Team Lead

Convergys - Denver, CO - 2006 to 2007

for United States Parcel Service.

Processed all requisitions, check requests and Site-wide order requests.

Scheduled appointments, address changes, package tracking, and filed complaints when applicable.

EDUCATION

Community college of Denver-denver CO - Denver, CO
2007 to 2009

CONCORDE CAREER COLLEGE - Aurora, CO
2009

ADDITIONAL INFORMATION

Skills

Familiarity w/ Medical terminology and billing procedures.

Ability to direct a variety of projects from concept to fully operational status.

Goal-oriented individual with strong leadership capabilities.

Organized, highly motivated, and detail-directed problem solver.

Proven ability to work in unison with staff, volunteers, and board of directors.