

**ReNae Craig**  
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## **SKILLS SUMMARY**

Outgoing Customer Service oriented team player with 10+ years of experience in analytical skills and the ability to adapt to any situation. Able to work under pressure while paying special attention to detail.

## **QUALIFICATIONS**

### **Proficiency In:**

- |                   |   |                          |
|-------------------|---|--------------------------|
| • Data Processing | * | WINDOWS operating system |
| • Microsoft Word  | * | Microsoft Excel          |

### **Customer Service**

- Provided customers with information concerning previous transactions and payment agreements
- Resolved customer complaints to 100% satisfaction resulting in customer retention
- Kept record of customer interactions or transactions, recording details of inquiries, complaints or comments, as well as actions taken
- Determine customer's ability to make current and future payments

### **Active Listening**

- Giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

### **Analysis**

- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the problem.

### **Confidentiality**

- Kept customer information confidential while entering all comments and actions into the database

## **EMPLOYMENT HISTORY**

Floors and More	Westminster, CO	2009 - 2014
Demjal Associates, LLC	Federal Heights, CO	2007 - 2009
Alliance Data Systems	Westminster, CO	2001 - 2007

## **EDUCATION/CERTIFICATIONS**

American Job Center

Professional Development: 46 Hours *	Golden, CO	2014
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\*Classes 2014 in Microsoft Word, Excel, Office and Outlook

Granger High School	West Valley, UT	Diploma
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