
(605) 431-8505 • ms.amee.joy@gmail.com • Fort Collins, CO 80526

Passionate and experienced Customer Service Professional with strong communication and problem solving abilities. Solid team player with desire to grow skill set, exceed customer expectations, and facilitate strong long-term working relationships.

Experience

FEB '22 - JUL '22

Customer Care Specialist | Allen Service Plumbing, Heating, & Air, Fort Collins, CO

- Professionally answered calls with a can-do attitude while assessing customer's needs and assuring them they were in the right hands.
- Converted 99% of warm leads into booked jobs and maintained conversion over 3 month period.
- Leveraged digital technology to service customers via email and online chat.
- Worked cross-functionally with Scheduling Coordinators and Service Professionals to rectify customer issues and accommodate specific requests.

SEP '21 - DEC '21

Sales Representative | P.B Entertainment, Fort COLLins, CO

- Made over 100 outbound calls per day
- Accurately entered name, address, and payment information into database
- Delivered prepared speech in order to fundriase for the CO Fire-Fighters Association.
- Averaged \$400 in funds daily.

MAR '21 - SEP '21

Job Coordinator/Receptionist | ServiceMaster, Fort Collins, CO

- Demonstrated ability to work well under pressure in time sensitive situations with minimal supervision.
- Handled incoming emergency calls with professionalism, urgency, empathy, and offered an immediate solution.
- Coordinated between customer, senior management, and field technician to complete emergency fire & water mitigation, mold remediation, and reconstruction jobs.
- Collected over \$20,000 in owed debts from past jobs while integrating new billing procedures to ensure speedy payment.
- Utilized Microsoft Office, Word, Excel, and Xactimate software.

OCT '17 - JAN '21

Customer Service Supervisor/ Head Trainer | Press-One Customer Care, Fort Collins, CO

- Promoted to team supervisor, head trainer, and quality assurance coach over 1 years time owing to a high rate of client and customer satisfaction.
- Managed 18-24 customer service agents on a daily basis.
- Trained over 25 new hires while meeting strict timeline and budget goals set by client while increasing employee retention by 60%.
- Conducted weekly quality assurance coaching resulting in an increased team average score of 20%.
- Created new training material and customer service exercises tos ensure more effective training and and an on-going learning experience.

Education

DEC '11

Bachelor Of Arts (B.A.) In Spanish

University of Salamanca, Salamanca

DEC '10

Bachelor Of Arts (B.A.) In Communication Studies

University of Wyoming, Laramie, WY

Skills

Excellent Attention to Detail

Proficient in Microsoft Office, Excel, Word, Service Titan, and Xactimate software

Online Chat

Customer Service Excellence

Exceptional Communicator

Customer Relationship Management

Languages

Spanish

Intermediate

References

References available upon request