

12541 WHIPPOORWILL STREET BROOMFIELD, CO 80020
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CASSI ANDERSON

OBJECTIVE

Strive to make substantial contributions towards the continued growth and operation of the organization by developing the skills necessary to maintain the highest standards of professional excellence.

SUMMARY OF QUALIFICATIONS

- 10 years customer service experience
- Customer Service Representative and Administrative Assistant in call centers and small office
- Types 70 words per minute
- Excellent attendance record, dependability, & ability to multi-task
- Consistently ranked top-performer

WORK OF EXPERIENCE

1/2010 - PRESENT – ANDERSON MARKETING SOLUTIONS – DENVER, CO

Administrative Assistant and Customer Service Representative

- Accepts incoming calls from potential and existing customers, assist customers with questions regarding accounts, troubleshoots customer concerns regarding accounts and screens calls for sales manager. Places outgoing soft collection calls on past due accounts. Places outgoing appointment setting calls.
- Manage payroll distribution, end of day company deposits, time card documentation for employees, and employee tax documentation.
- Assembles customer contract documents/packets, created and managed filing system.
- Process customer payments via merchant account over telephone.
- Assist with creation of basic website graphics, blog entries, and creation of social media sites for customers.
- Managed company's social media accounts and blog updates. Created printed marketing materials through Adobe Fireworks, Adobe Photoshop, and Adobe Dreamweaver.
- Assists department manager with organizational tasks and calendar.
- Oversees direct mail marketing campaign including stuffing envelopes and postage.
- Meets face to face with existing customers to perform marketing analysis to determine their marketing needs.

10/2008 - 12/2009 - CAREFIRST BLUE CROSS BLUE SHIELD - CHARLESTON, WV

Member and Provider Service Representative

- Accepted incoming calls from members and providers regarding benefit quotes, claims questions, and claim case research.
 - Processed, researched, and adjusted health insurance claims.
 - Placed outgoing follow-up calls to providers and members regarding claim case research.
 - Assisted with training new agents talking on the telephone.
 - Achieved top-performance scores in quality assurance and performance statistics.
 - Perfect attendance award.
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9/2007 - 9/2008 - E-470 EXPRESS TOLL ROAD - AURORA, CO

Customer Service Representative and Front Desk Associate

- Accepted incoming calls from toll road customers, potential customers, and toll violators.
- Processed new applications and set up new accounts via fax and mail.
- Processed mail including return of transponders and payments.
- Assisted walk-in customers with payments, transponder replacement, new account set-up, payment of missed tolls, and questions/concerns.
- Assisted with training new agents talking on the telephone.
- Placed outgoing soft collections calls.
- Consistently ranked as a top-performer.

2/2006 - 9/2007 - AMERICAN INCOME LIFE - DENVER, CO

Customer Service Representative and Appointment Setter

- Contacted potential customers to set up presentation appointment for sales manager.
- Accepted incoming calls from potential and existing clients with questions and concerns regarding appointments and policies.
- Set up sales presentation schedule and put together presentation folders for sales manager.

2/2004 - 2/2006 - NEXTEL COMMUNICATIONS - ENGLEWOOD, CO

Customer Service Representative - Technical Support and Activations

- Accepted incoming calls from retailers and customers regarding new account set-up, cell phone activations, and technical support.
- Processed credit checks for new accounts.
- Assisted with training new agents talking on the telephone.
- Assisted customers with rate plan changes and billing questions.
- First quality assurance score was 100% and consistently ranked as a top-performer.

10/2000 - 2/2004 - ANDERSEN WINDOWS - GOLDEN, CO

Senior Customer Service Representative and E-mail Team

- Accepted incoming calls from customers, retailers, and contractors regarding installation, maintenance, part orders, replacements, and warranty adjudication.
- Responded to customer requests and concerns via e-mail as part of e-mail team.
- Passed 6 hour test to become Senior CSR.
- Oversaw upkeep and maintenance of call center floor models (windows and doors).
- Received many top-performance awards.
- Assisted with training agents on the telephone and with responding to e-mails.

EDUCATION

- 2009-Present - Portland Community College - Associate of Arts/Business

EXTRACURRICULAR ACTIVITIES

Photography, Computers, Volunteering, Reading