

Bethany Driver

Fort Collins, CO 80521

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Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Engagement Specialist

Decibullz Custom Audio - Fort Collins, CO -

2017-07 - Present

I assist customers with any questions or needs they may have. I handle all incoming phone calls and direct them to the right department. I have created multiple spreadsheets and systems to assist the new company with organization.

Front Desk Agent and Night Auditor

Fairfield Inn & Suites - Denton, TX -

2016-08 - 2017-07

Assisting guests checking in and out
Answering phone calls
Creating/editing/cancelling reservations
Emailing receipts and folios
Assisting guests with any needs they may have

Front Desk Receptionist

Best Western Premier Crown Chase Inn & Suites - Denton, TX -

2015-04 - 2015-08

Creating reservations
Checking guests in and out
Answering phone calls
Answering questions for guests

Call Center Representative

Outfield Marketing LTD. - Denton, TX -

2015 - 2015

Responsibilities

At Outfield, I was responsible for keeping track of each tick sheet and recording what each caller needed, and providing them with information on the company. It was critical to be a clear speaker, and have patience in dealing with angry or confused customers.

Accomplishments

During my time of employment, I managed to maintain up to three sets or more on a daily basis.

Skills Used

The main skills demonstrated at this job were being perceptive, patience, and organization. Being perceptive was necessary to recall how to answer specific questions customers had, but sometimes couldn't verbalize their thoughts. It was our job to guide them through to provide them with high quality service. It was crucial to have patience to stay calm when raised voices came about, and to continue helping while being polite. Organization was a fundamental part of the job for all of the paperwork that you had to share with your fellow workers and employers, and to keep track of every client.

EDUCATION

Bachelor's in Sociology

University of North Texas - Denton, TX

2013-08 - 2017-05

High school or equivalent

Graham High School - Graham, TX

2009 - 2013

SKILLS

Public Speaking, Computer Experience, Microsoft Word, Office, Excel, Powerpoint, Google Docs