

Brandi Baker

Customer Service Specialist

Greeley, CO 80634

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Seeking the opportunity to further my career in a dynamic business environment. Demonstrating an attitude that will create and nurture positive customer relationships. Relying on past experiences and knowledge, I have the confidence to deliver exceptional individual and collaborative performance. Authorized to work in the US for any employer

WORK EXPERIENCE

Warranty Claim Processor

Elwood Staffing - Fort Collins, CO - 2016-10 - Present

As a warranty replacement customer service rep, processed claims for damaged or defective cell phone cases and accessories. Processed for profit orders accurately and efficiently. Quickly became a quality assurance mentor to build new agent's customer service skills. Consistently achieved goals to resolve customer's needs at the first call level.

Military Enrollment Advisor

Ashford University - Denver, CO - 2015-09 - 2016-08

Schedule and conduct interviews with qualified military students regarding admission requirements and possible military education benefits via the telephone. Provide excellent customer service to all potential students through consistent and effective initial outreach and follow-up. Maintain the highest level of ethics through 100% compliance in all areas of admissions process. Help identify potential obstacles for new students and create solutions that will help lead to graduation. Work closely with key departments to ensure the successful start of new students.

Computer Tech Support Representative

Qualfon - Fort Collins, CO - 2014 - 2015

Provide inbound technical support to users of TiVo DVR services by troubleshooting, researching, and addressing questions relating to; device functionality, internet connectivity, and DVR hardware malfunction.

Support Call Coordinator, Computer Information Concepts

Computer Information Concepts - Greeley, CO - 2012 - 2013

Support Call Coordinator, Computer Information Concepts, Greeley, CO
Created technical support tickets for city, county, and education software subscribers. Assigned service requests to appropriate technicians. Provided clients with answers regarding tech support request status. Designed company wide newsletter reporting updates and changes to software products and services. Demonstrated stellar communication and organization abilities when performing daily job requirements.

Contract Specialist

IBM - Boulder, CO - 2009 - 2011

Resolved software contract discrepancies regarding IBM technical support services. Researched web based information tools to resolve contract inconsistencies. Compiled reports evaluating number of support requests opened without current software contracts. Recognized for long hours, commitment to

customers, attention to detail.

Front Office Coordinator

Labeltec - Fort Collins, CO - 2004 - 2009

Processed incoming purchase orders by revising production and shipping schedule. Organized daily meetings with print staff discussing schedule adjustments. Advised customers of progress, delays, and delivery dates of label orders. Promoted a campaign for increased production and front office efficiency.

Customer Service/Order Specialist

United Agri Products - Greeley, CO - 2003 - 2004

Coordinated transfer of Ag Chemicals from manufacturing sites to customer warehouses. Authorized production of third party products when necessary. Created customer orders and coordinated logistics. Worked independently, while managing daily job responsibilities.

Project Manager

AT&T Business Solutions - Greeley, CO - 2001 - 2003

Implemented and tracked T-1 data transfer installations, service change requests, and disconnect orders for AT&T business accounts. Coordinated these changes with local phone service providers across the country. Coordinated management and staff meetings discussing progress of open service requests. Developed high level mediation and problem solving skills.

Service First Auto Claim Rep

State Farm Insurance - Greeley, CO - 1990 - 1999

Resolved auto claims received from insurance agents and body shops. Prepared spreadsheets tracking open claims, expenses, and quality of repairs. Participated in on-going training regarding auto policy changes, claim processing, and technology advancements. Recognized for long hours, commitment to customer service, and attention to detail.

Computer Experience

- Highly computer literate, including top base operating systems
- MS Office Suite, IBM Linux software, and IBM Lotus Suite
- Web page design; familiarity with Macromedia, Microsoft, and Adobe programs
- Above-average competency with Internet use, including political, social, and legal research
- Effective combination of technical and communication skills

EDUCATION

Human Resource Management in Human Resource Development

Regis University - Denver, CO

2013 - 2018

Associate in Computer Information Systems

Southern Technical College - Monroe, LA

1988 - 1991

ADDITIONAL INFORMATION

Highlights Of Qualifications

- Reputation as a dependable and accountable employee
- Proven ability to reach targeted goals
- Capable of resolving conflict
- Persuasive, persistent, and resolute