

Cover Letter

Charles Kelley
10701 Pecos Street #308
Northglenn, CO 80234
Phone: 720-469-4734
ckelleydenver@gmail.com

OBJECTIVE:

To find a home as part of a proactive customer service / technical support team that strives for first contact resolutions.

STRONG POINTS:

Customer service professional since 1997.

Above average inbound and outbound cold calling phone skills.

Am driven to patiently diffuse volatile situations with irate customers and striving to resolve their issues into a win-win situation while recognizing opportunities for up-sell and increasing revenue.

Working knowledge of IE, Firefox, MS Office, Lotus Notes, All Windows OS, troubleshooting internet/printer connectivity, configuring email clients, trouble ticketing for deskside support, dispatching / creating service calls.

Above average listening skills.

PERSONAL MISSION STATEMENT:

"Treat each new contact like they are the most important person in the world"

OBJECTIVE:

To teach professional phone skills, mentor and train new hires in a professional environment.

Charles Kelley
10701 Pecos St. #308
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09/2017 - Current
Semi Retired

07/2016 - Current
People Ready Staffing
9886 Grant St.
Thornton, CO 80229
Title: Temporary Associate
Duties: Varied, warehouse & fire cleanup, auto detailing, concert & Broncos game security.

10/2010 – 05/2016
Anthem Blue Cross Blue Shield
700 Broadway
Denver, CO 80203
Title: Health Program Representative
Duties: Outbound predictive dialer calls to qualifying existing health insurance members to educate and enroll in free preventative wellness programs. Recruited for Image Cost and Quality department 03/2013 assisting members with finding less expensive facilities for digital scans.

07/2010 – 10/2010
PrimeSource Staffing
400 S. Colorado Blvd.
Glendale, Colorado
Duties: Inbound/outbound Roadside Assistance Representative for AAA Colorado call center.
Dispatching assistance trucks for anything from tire changes, battery jumps, roadside battery replacement, vehicle winch-outs or vehicle tows to specified locations

11/10/2008 – 03/02/2010
Dish Network
675 East 124th Avenue
Thornton, CO 80241
(303) 252-6600

Title: Customer Service Representative

Duties – Inbound customer service re: billing, programming, technical support of satellite TV and Wild Blue satellite internet subscribers. Scheduling tech visits by regional field service reps. 04/09 transferred to customer retention (Loyalty) department.

06/2008 – 11/2008

DirecTV

161 Inverness Drive West

Englewood, CO 80112

303) 712-4600

Duties – Inbound customer service re: billing, programming, technical support of satellite TV subscribers. Scheduling tech visits by regional field service reps.

09-2006 to 02-2008

Wal-Mart

9901 Grant Street

Thornton, Colorado

303-451-1003

Duties - Evening & Weekend Bicycle assembly and repairs, mechanical assembly of furniture, lawn mowers, electronics, checking returned computers for missing hardware, etc., assisting customers in various departments, backup cashier.

09-2004 to 09-2006

Day time stay at home parent.

12-2004 to 07-2007

XELR8

480 S. Holly St.

Denver, Colorado

Duties - Self employed, 1099 Independent distributor of XELR8 nutritional products. Cold calling to recruit other home based business owners to join my sales team.

Average was 75 - 100 dials per day. Focused on team leadership by hosting cold calling training & support calls 2x per week. Built one of the largest sales teams in the company of over 1,600 independent distributors in less than 24 months through cold calling.

02-2004 to 04-2004

Staffing Solutions - Temp position

12050 Pecos St

Westminster, CO 80234

Client - United Power Corporation, Brighton, CO

Duties - Front desk receptionist – operator routing over 500 inbound calls per day. Routing faxes and mail appropriately, relief admin assistant to department heads, shipping & receiving, greeting customers and guests, accepting walk-in customer payments and entering them into database. Balancing cash drawer against receipts at end of day.

09-2000 to 06-2002

On Command Video Corporation - Technical Support Call Center

Denver, Colorado

720-873-3200

Duties - National Technical Support Center

Responsible for inbound - outbound, 1st and 2nd tier support for digital and analog pay per view movie systems. Remote software reconfiguration or rebooting of movie systems, educating hotel engineering staff on proper procedures. Created and followed up on high dollar value parts orders. Dispatched local field service technicians.

Performed inbound tech support for @ HOTEL PC high speed internet service. Win98-2000-ME-XP environments. Company outsourced the call center and I was retained to train and mentor 12 new hires.

09-1999 to 09-2000

ADT Security Services Customer Service Call Center

Aurora, Colorado

Duties - Inbound technical support line for residential and commercial alarm system owners. Developed and presented an employee recognition and incentive program to department management, which included gifts and prizes from various vendors. Left for On Command before seeing it implemented.

04-1998 to 09-1998

TCI Cable Customer Service Call Center

Denver, Colorado

Duties - Inbound calls from cable TV subscribers regarding product, new service, billing, customer retention and technical support. Was routinely in top 3 people of my group in adherence, QA monitoring and up-sell.

10-1997 to 04-1998

Ameritech Construction Outbound Call Center

Denver, Colorado

Duties - Trainer – mentor - manager of 8-10 employees in phone room manager's absence.

05-1997 to 10-1997

Lasting Impressions Outbound Call Center

Denver, Colorado

Duties - Outbound cold calling of homeowners to set up appointments for window and siding demonstrations. Personal sales volume was \$20-30k per month. Was asked by phone room manager to join him in new office of competing company.

PROFESSIONAL REFERENCES

Will Fuhrman – Professional Sales Networker 480-275-0088

Dominic Perez – Manager Anthem Blue Cross 720-496-3055