

Customer Service Expert

Qualification Highlights

- Mediation and problem solving skills.
- Effective management, technical, and supervisory skills.
- Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual.
- Work well as a team member or independently.
- Met or exceeded all performance goals to date.
- Resourceful, energetic, competent, multi-task and results-oriented.
- Oversaw transition to new productivity tool that significantly increased accuracy of schedules and reduced errors.
- Received numerous accolades and letters of appreciation from customers and visitors.
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.
- Resolved numerous business functions on a day-to-day basis; including customer inquiries, information requests, invoicing, and stock control.

Professional Experience

Customer Relations. Safety Inspection. Billing. Community Relations. Group Event Planning. Client Needs Assessments. Safety Inspection. Needs Assessment. Customer Relations. Customer Retention. Group Event Planning. Community Relations. Billing.

Employment History

US WEST, Boulder, CO <i>Service Delivery Coordinator</i>	1980 to 2000
T-Mobile, Westminster, CO <i>Collections Representative</i>	2003 to 2005

Education

Northern Illinois University, Dekalb, IL
B.A., English

Communication Skills

- Consistently exceeded office objectives by 7-12%.
- Managed special projects that reduced referrals by 5%.
- Maintained the single-point-of-contact system to keep customers informed.