

Cody Truesdell

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Objective

I am a detail-oriented, analytically driven and passionate professional eager to pursue a role valuing innovation, efficiency and accuracy

Skills

- Experienced in Lawson M3, CyberSource, Kount and Microsoft Office programs
- Phenomenal at structuring and facilitating meetings
- Exceptional at planning and achieving action item deadlines and managing a heavy workload

Experience

Otter Products – Customer Service Expert

May 2015 – May 2016

- Reviewed consumer orders in Kount for potential fraud
- Designed and programmed rules in Kount to evaluate high-risk order patterns
- Finance liaison for the Customer Service Expert team
- Resolved payment disputes and expanded high risk database with chargeback order details provided by VISA, MasterCard, American Express and PayPal
- Modified consumer and warranty orders, re-sent order invoices, reversed incorrect refunds and transactions, and drafted refunds within Lawson M3
- Advised Customer Service Representatives on products and systems and mitigated escalated circumstances

Otter Products – Customer Service Representative-Training Associate

December 2014-May 2015

- Trained new hire Customer Service Representatives how to procedurally and personably manage customer inquiries and provide warranty assistance
- Built resources for our Customer Service Trainer to improve new hire training

Otter Products – Customer Service Representative

July 2012 to January 2013; June 2013 to August 2013; June 2014 to December 2014

- Aided customers in purchasing, troubleshooting and replacing OtterBox/LifeProof products

Professional Accomplishments

- Improved communication between Customer Service and Accounts Receivable by initiating and facilitating bi-monthly meetings to drive efficiencies
- Strategically revised Kount ruleset to decrease review rate for consumer orders resulting in a savings of approximately ten hours per week
- Nominated by peers for an “Otters Choice Award” in December 2014 for peer leadership
- Presented to CS leadership about customer engagement philosophies and developed a proposal for advanced engagement training workshops

Education

Colorado State University – Chemical and Biological Engineering (in progress)
2011-2014