

# Ronica Cordova

3550 S. Kendall St Apt 4-307  
Denver, Colorado 80235

Cell: 310-967-9015  
cordova\_ronica@yahoo.com

## Summary

Skilled Customer Service Rep. committed to addressing customer concerns with speed, accuracy and professionalism. Resourceful Customer Service Rep. who consistently meets and exceeds productivity goals.

Customer-focused Representative with a proven capacity to troubleshoot issues to ensure customer satisfaction.

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

## Highlights

- High customer service standards
- Employee relations specialist
- Service solutions expert
- Dedicated to process improvement
- Conflict resolution proficiency
- Strong problem solving ability
- Negotiation competency
- Troubleshooting skills
- Telecommunications knowledge
- Proficient with Microsoft Office Suite
- Multi-channel contact center software

## Experience

### Customer Service Rep.

AT&T Wireless

11/2011 – 11/2012

Pueblo, Colorado

Provided accurate and appropriate information in response to customer inquiries. Collected customer feedback and made process changes to exceed customer satisfaction goals. Made reasonable procedure exceptions to accommodate unusual customer requests. Addressed customer service inquiries in a timely and accurate fashion. Developed effective relationships with all call center departments through clear communication. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Built customer loyalty by placing follow-up calls for customers who reported product issues. Formulated and enforced Service Center policies, procedures and quality assurance measures. Trained staff on how to improve customer interactions. Properly directed inbound calls in phone queues to improve call flow.

### Technical Service Rep.

EchoStar

09/2007 – 01/2009

Littleton, Colorado

Helped customer's with troubleshoot their satellite equipment. Order movies for customer's. Send techs to customer's home if equipment did not get fixed. Demonstrated mastery of customer service call script within specified timeframes.

### Customer Service Rep.

MoneyGram International

09/2006 – 09/2007

Lakewood, Colorado

Send/Receive money for customers all over the world. Check inquires for customers about the money being received or sent. Answer questions about Money orders. Send forms for Money orders that were stolen or lost.

### Cashier

Walmart

03/2005 – 10/2006

Lakewood, Colorado

Received and processed cash and credit payments for in-store purchases. Demonstrated that customers come first by serving them with a sense of urgency. Worked as a team member to provide the highest level of service to customers.

Maintained friendly and professional customer interactions.

### Sales Associate

7-eleven

01/2002 – 03/2004

Arvada, Colorado

Assist customers in a friendly manner. Stock cups/lids/straws/cooler/freezer. Made fresh coffee. Order products for the store. Paperwork for manager.

## Education

**GED: Cheraw High School - General Studies**  
Cheraw, Colorado, United States

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