

Dollie Hendrix

Sales - Customer Service Representative

Loveland, CO 80537

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To obtain a position as a customer service and sales representative where my skills of assisting customers will be utilized.

- I have over ten years of experience in customer service and sales
- In-depth knowledge of basic operating systems
- Flexible, attention to detail and ability to learn quickly
- Ability to handle multiple tasks and solve customer queries efficiently
- Possess very strong sales and customer service skills
- Highly initiative to manage a busy workload without close supervision
- Ability to build and maintain a good relationship with customer

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Globus family of brands - Loveland, CO

February 2023 to June 2023

I assisted travel agents and customers with booking tours and flights for vacations. I assisted in helping to correct any issues the customer may have.

Sales and Customer Service Representative

Holland America Cruise Line - Remote

May 2022 to October 2022

I assisted customers calling in to book their cruise vacations by talking to the customer to determine the best vacation and booking them. Once booked, I assisted with any travel questions and needs they had prior to their vacation.

Customer Service Representative

Factual Data - Loveland, CO

June 2019 to April 2022

I process requests and documentation from mortgage companies looking to increase their borrower's credit scores at the bureau level. I make sure documentation provided meets the credit bureau's guidelines and communicate with the clients and the three bureaus. I am FCRA certified and i am accustomed to fast paced environments where meeting deadlines and client expectations is crucial.

Program Advisor

Slimgenics

April 2018 to March 2019

Assisting and advising clients on weight loss and learning to live a healthier lifestyle.

Worked in a busy office environment.

Updating client charts and paying attention to detail.

Customer Service Representative

Otterbox

2016 to 2018

Responsible for assisting with customer relevant queries, complaints and request for information on products and services

Confirmed customer understanding of the solution and provided extra customer education as required

Very busy call center environment that focused on the customer having a great experience.

Assisted customers with a warm and professional attitude

Cruise Specialist

VACATIONS TO GO - Houston, TX

June 2001 to June 2005

I was a cruise specialist that booked clients on all of the major cruise lines. I was responsible for live booking, coordinating parties through dining and joined cabins. I coordinated with the cruise lines transfers and special requests.

Education

High school or equivalent

Skills

- Office Administration (3 years)
- Fair Housing regulations (3 years)
- Document management
- Operating Systems
- Microsoft Windows (9 years)
- Telemarketing
- Sales (10+ years)
- Customer service (10+ years)
- Travel planning (4 years)
- Upselling
- Communication skills
- Data entry
- Phone etiquette
- English

