

JOHN H DUKES III

2570 S. Dayton Way Apt H-209, Aurora, CO 80231 ■ H: (303)847-5959 ■ Dukes1211@yahoo.com

PROFESSIONAL SUMMARY

Motivated employee seeking entry-level position. Has more than two years of customer service experience. Also provides exceptional customer service skills and the ability to solve problems effectively. Personable; work extremely well with co-workers and highly competitive with strong teamwork abilities.

SKILLS

- Creative problem solver
- Exceptional communication skills
- Strong client relations
- Exceptional workflow management
- Quick learner
- MS Windows proficient
- Strong problem solving aptitude
- Adheres to customer service procedures

WORK HISTORY

Security Officer

Advantage Security - 13693 E. Iliff Avenue. Ste 200 Aurora, CO 80014.

02/2008 - 05/2013

- Wrote reports on property damage, theft, presence of unauthorized persons and unusual occurrences.
- Monitored and reported suspicious activities to local authorities.
- Detected suspicious activities and watched for criminal acts and rule infractions.
- Monitored and authorized entrance and departure of vehicles, cargo trucks and visitors.

Member Services

Kaiser Permanente - 2500 S. Havana St. Aurora, CO 80014

02/2007 - 01/2008

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Defused volatile customer situations calmly and courteously.
- Prepared reports and communication for senior management and clients.

Customer Services Problem Resolution Representative

Convergys - 12025 East 45th Avenue. Denver, CO 80239

10/2003 - 01/2007

- Provided an elevated customer experience to generate a loyal clientele.
- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
- Effectively managed a high-volume of inbound and outbound customer calls.

Client Account Representative

Business to Business Credit - 10640 E. Bethany Dr. Ste A Aurora, CO 80014

06/2001 - 09/2003

- Established business credit for clients to fund business ventures.
- Served as the main liaison between customer, management and sales team.
- Prepared reports and communication for senior management and clients.

EDUCATION

High School Diploma:

Overland High School - 12400 E. Jewell Avenue. Aurora, Co 80012

1999

Bachelor of Arts: Accounting

Metro State University of Denver - 1201 5th St. Denver, CO 80217

Currently Attending

- Coursework in Accounting, Finance and Statistics