

Shannon Ellis

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Professional Summary

Customer Service Representative - Client Relations - Data Entry

Dedicated Experienced Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Skill Highlights

- Team Trainer
- Management Level 4 Calls
- Statement inquiries
- All aspects of account management
- Handle payment errors
- Verified by Visa calls
- Assist other Customer Representatives with calls/and questions
- Verify Social Security numbers
- Pull Credit Bureaus /adjust credit limits accordingly
- Financial adjustment-Including balance transfers & small balance write offs.
- Help customers with on line Technical support
- Fee Adjustments (Late Fees & Interest Charges)
- Store Customer Service support
- Handle deceased accounts
- Close accounts and reopen
- Handle Visa dispute calls

Work Experience

Customer Service Representatives

June 1999 to June 2012

Nordstrom – Englewood, Co

Customer Service Representative/ Senior /Level 4

Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems.

Child Care

February 2000 to January 2010

Town of Parker – Parker, Co

- Provided Highest level of service to Town of Packer Customers and their Children
- Maintained safety standards
- Trained new employee's in procedures
- CPR Certified

Customer Service Representative

June 1989 to January 1999

Oppenheimer Shareholder Services – Denver, Co

Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems.

- All aspects of account maintenance
- Answered share price and yield questions
- Verification of Deposits

Education and Training

Warren Occupation Technical Center 1987

Lakewood, Co, Jefferson

Secretarial and Word Processing

Certified in Secretarial and Work Processing

- Typing and 45-50 wpm
- 10 key by Touch 65-70 spm
- Word Processing/Excel