

Geraldine Garcia

Customer Service Representative - Arc Thrift Call Center

Denver, CO 80123

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720-364-6238

Work Experience

Customer Service Representative

Arc Thrift Call Center

2016 to Present

- Provide customer service calls to the public seeking donations
- Outbound calls using automatic dialer
- Meet/Exceed Quota for Donations
- Responsible for updating new and old clients in the computer system
- Setting up and scheduling appointments in Windows based program
- Keep current on types of donations, i.e., Meals on Wheels, Veterans Administration, etc.
- Problem Solving
- Quality Assurance
- Dedicated to quality customer service

Customer Advocate III

Travelers Express Money Gram, OFAC Holds Department

2014 to 2015

- Process escalated exceptions while acting as a liaison between MG and Customers, Agents, Billers, and internal MoneyGram Department.
- Resolution and/or complaint documentation for all money wire & money order products, basic automation troubleshooting, and transaction hold review and processing.
- Responsible for staying current on product procedures and meeting performance standards to include but not limited to consumer escalation issue resolution and/or complaint documentation.
- Monitor OFAC (the U.S. Treasury Department's Office of Foreign Assets Control) and Global.
- Holds transaction reviews through inbound and outbound contacts to obtain necessary information to decision release, refund or escalation to Compliance Operations of the transaction hold.

Customer Advocate II

Travelers Express Money Gram, Escalation Department

2008 to 2008

- Responsible for supervisory escalation/resolution.
- Conducts MoneyGram Agent inquiries/problem-solving to include but not limited to basic automation troubleshooting, commission reconciliation, send/receive activity, and agent account correction.
- Re-routes, refunds, internal refund processing, reversals, and encashment to 200 Locations.
- Resolve/research via consumer/agent contact or internal application review to ensure accuracy of decisions to minimize risk and liability fraud to Money Gram and its customers.

Customer Service Representative (CSR)

Travelers Express Money Gram
2004 to 2008

- Processes transaction assistance, issue resolution, and address informational inquires
- Consumer validation and on-line transactions, refunds, amends, and document consumer fraud.
- Responsible for maintaining up-to date process changes through daily content review, skill check and supervisor coaching.
- Responsible for servicing all first tier consumer/agent contacts addressing a variety of information and transaction assistance for all MoneyGram wire transfer and Money Order
- Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and motivational strategies.
- Assisted NHPP, with the new CSR's to ensure that they are prepared for their transition to the call center.
- Receive incoming calls from money gram agents as well as customers wishing to send wire transfers throughout the world.

Customer Service Representative Call Center

First Data/Western Union
2000 to 2003

- Investigated and resolved customer concerns in collaboration with respective agency and other departments
- Received inbound calls from bank employees and customers who have purchased bank official check and money orders.
- Received incoming calls from Western Union agents
- Assist with all aspects regarding Western Union money orders
- Implemented a pilot program for check imaging
- Assisted with training of Apple One new hire employees

Quality Assurance Trainer/CSR

AON Innovative Solutions (AIS)
1997 to 2000

- Trained all new employees on various programs within AIS in a class room environment.
- Trained employees one-on-one telephone experience
- Created training manuals for various programs.

Education

GED in Introduction to Computers

Emily Griffith Opportunity School

Skills

PROBLEM SOLVING, EXCEL, MICROSOFT WORD, MULTITASKING, TIME MANAGEMENT

Additional Information

Highly Personable Customer Service Professional with experience in customer account management, claims, sales processing, and call-center operations. Demonstrated ability to gain customer trust and provide exceptional follow-up.

Skills

- Strong problem solving skills
- Exceptional time management skills
- Proficient in Microsoft Word and Excel
- Multitasking
- Detail and result oriented
- Strong oral and written communication skills
- Ability to work with minimal supervision