

# Geraldine Wallace

## **Senior Resolution Specialist - Staples**

Aurora, CO 80014

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(720) 451 - 6797

25 + years of customer service experience internal / external. Written and oral communication skills, trained and experienced in resolving customers complaints and promoting resolutions.

### Core Strengths:

- Efficiently interacts with internal and external partners both written an orally.
- Recognizes Sales / Customer's needs for a timely and quick resolution.
- Strong analytical skills with ability to handle multiple systems in a fast-paced environment.
- Detailed oriented with high level of personal accountability, while maintaining quality assurance.
- Ability to handle all department functions including inbound / outbound calls.
- Critical thinker, Strong analytical, Time management and organizational skills.

### Software Skills:

- AS400
- Sales Force
- Outlook
- Microsoft Word / Excel
- Skype
- Avaya

## Work Experience

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### **Senior Resolution Specialist**

Staples

August 2013 to Present

Inbound / Outbound sales field support, meeting expectation of sales and customers with a closed loop resolution.

- Liaison with internal functional partners, i.e. Customer Service, Non- Stock Procurement Team, Credit & Collections, Transportation and Vendors.
- Placing orders, product research, price adjustments, credits & re-bills, order status & tracking.
- Providing quick resolution on escalations while maintaining a high level of world class service and professionalism to a wide range of customers.

### **Customer Care Specialist**

Xerox

March 2012 to July 2013

Primary focus is mediate outbound / inbound calls between students and educational institutions.

- Ability to navigate through multiple computer applications with speed and accuracy.
- Maintain a positive environment with co-workers and customers.

### **Administrative Assistance**

Beatty Services

October 2007 to February 2008

Assisted doctors with research an Native American Culture & Education.

- Creating spreadsheet & formatting
- Data entry
- Research via internet
- Coding & tracking
- Verification
- Inventory control
- Customer Service

Aurora Central High School

1983 to 1983

Education

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**High school or equivalent**