

## **Glen Konvalin**

Cell: (720) 290-2317

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### **SUMMARY OF QUALIFICATIONS**

- Over 25 years' experience providing outstanding customer service in a variety of settings.
- High level of expertise in the Microsoft Office environment.
- Types 70 words per minute.
- Functions autonomously, professionally and courteously in all working environments
- Cash handling and bookkeeping experience.

### **WORK EXPERIENCE**

Data Governance Analyst II – LEVEL(3)/CENTURYLINK, Broomfield, CO

November 2012 – May 2020

- New customer account review and approvals.
- New billing accounts created in a variety of billing account systems.
- Account name/address updates on request, some requiring Secretary of State validation.
- Billing account remapping to their correct customer account on request.
- Creating and updating process documents in written and audio/video format
- Rudimentary knowledge/occasional use of SQL,
- Familiarity with Salesforce, Excel and Siebel environments.

Contract Analyst – EXCEL PERSONNEL, Louisville, CO

March 2010 – November 2012

- Contract worker at Level(3) Communications.
- Account validations using Internet searches
- Ad hoc customer and billing account updates, often in bulk format.

Customer Service Phone Rep – PROMOTECH, Louisville, CO

October 2007 - February 2010

- Phone rep working multiple lines in a call center environment.
- Customer service for a range of pharmaceutical lines and products.

- Voice-over for an automated pharmaceutical line.

## EDUCATION

Bachelor of Arts – Elmira College, Elmira, NY

Major in English Literature, Minor in Psychology