

Gloria McNeil
2540 Sunset drive
Longmont co, 80501
gmcneilbc@gmail.com
720-381-9006

Objective: Be able to find career and grow with the company.

Skills:

Software: Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft One Note, Microsoft Outlook, ACSR, AAD, C360, Nice, Iris, ETS, Avaya, Gateway, Skype for Business, RTA, VPN, Verint, Sharepoint, KMS, UCM, Issuetrack, Aspect, TMS, Copilot, OKM

Accolades:

- Silver Award Recipient – 2017– Recognized for excellent performance

Experience:

May 2015 to Present

Colorado Springs, CO

Time Warner Cable/Charter Communications

Billing Agent

- Answered inbound calls from customers who had questions regarding their bill
- Actively notate issues into multiple systems while simultaneously helping the customer
- Participate in weekly coaching appointments and team meetings to improve my performance
- Extremely knowledgeable of my metrics and standings daily
- Provide technical support with customers

June 2014 to 2015

Colorado Springs, CO

Alorica

Retention Representative

- Convinced customers who were about to cancel service to stay with the company
- Offered different service packages
- Accepted up to 80 calls a day
- Extremely knowledgeable of my metrics and standings daily

May 2004 to September 2013

Bolder Calls

Lead Generator

Generate leads for major insurance company