

Reginald Hobbs

Ambitious Customer Service Representative with Warehouse/Management experience.

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I am looking to utilize my extensive customer service, leadership skills and experience for a permanent full time position.

WORK EXPERIENCE

Multi Channel Sales Representative

Best Buy - Taylor, MI - October 2013 to Present

Monitor and maintain the customer service desk for all private and business customers online and phone orders. Expedite transfers and deliveries for all store to store shipments. Assist customers with ordering and inventory inquiries while monitoring warehouse inventory. Order merchandise for all in-store customers using computerized system. Assist with regular customer service desk duties such as sales, returns and exchanges. Answer phone inquires pertaining to inventory, product knowledge and pricing. Retrieve and restock product in the online product area and warehouse.

Claim Handler

AAA of Michigan - Dearborn, MI - July 2009 to June 2012

Promoted from a Customer Service Representative, my duties included inbound call and data entry of first notice of loss for all auto/home/motorcycle/boat claims into SAP system. Review and explanation of coverage for comprehensive and collision claims as well as car rental coverage. Setup and explanation of inspection and repair options. Review of claim assignments and first notice of loss details. Obtain and review police reports and any legal

paperwork pertaining to loss. Authorizes payments, applies settlements and identifies claim exposures for insured, claimants and any third parties. Reviews claims for salvage and subrogation potential. Closes claims in a timely manner.

Customer Account Executive

Comcast - Ann Arbor, MI - February 2007 to September 2008

Inbound/ outbound customer service, sales and collections. Troubleshooting of all Cable/Internet/Digital Phone repair and billing calls. Resolve any customer discrepancies and escalated matters while exemplifying excellent customer service with verbal, written and computer skills. Numeric and alphanumeric data entry.

Warehouse Site Lead

Frito Lay - Plymouth, MI - February 2004 to January 2007

Promoted from Order Selector, I was responsible for overseeing the daily production of 20 union warehouse employees. Duties included weekly employee scheduling, employee training, forklift training, work delegation, conducting safety meetings and one on one coaching sessions with employees. Coordinated the daily distribution workload for all incoming and outgoing product, which included packaging and loading trailers for shipment.

EDUCATION

General

Southfield High - Southfield, MI
1985 to 1989

SKILLS

Excellent verbal and written communication skills, use of MS Word/Excel/Outlook and SAP.

ADDITIONAL INFORMATION

- Excellent verbal and written communication skills
- Goal oriented with more than 5+ years of local & national customer service experience
- 5+ years of warehouse/production experience
- Extensive use of a multi line phone system (Cisco & Avaya) and dual monitor computer
- Able to multi task while maintaining an organized work flow
- Punctual and dependable in a team environment
- Experience with SAP, MS Word, Excel and Outlook