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## KEVIN L. HUMPHRIES

Customer service specialist account manager with over 13 plus years of experience. Areas of expertise include conflict resolution , credit risk assessment, proven ability to handle difficult customer interactions with tact and diplomacy, meet departmental goals and objectives. Strong written and verbal communication with the ability to negotiate. Detail oriented and strong problem solving skills

2011 - present **SANTANDER CUMSUMER USA**  
**Collections**

Make effective use of dialer system to increase right party contact. Properly document all account activity in the notes. Determine the reason for delinquency and assist the customer in resolving the problem permanently, to avoid any further delinquencies. Educate customer about the terms of their contract. Ability to maintain confidentiality.

2009 - 2011 **UNITED NATURAL FOODS**  
**Customer Service**

Processing orders, entering orders and late additions. Completing miscellaneous paperwork, mailing order confirmations to customers as requested, tracking missing orders, and confirming orders. Also responsible for providing assistance with special orders and turnover orders as requested by customer, along with answering product information and general questions from customer.

98-2008 **SPRINT**  
**Team Lead**

**Objective**

Reviewed and evaluated customers accounts to determine the proper payment arrangement and settlements. Resolved customer discrepancies and issued adjustments to there accounts. As a team lead took supervisory calls for internal and external customers. Answered billing questions I overcame obstacles and meet strict deadlines and excellent time management skills and excellent customer service skills.

**Work experience**

**Awards**

Top producer - 200 + Inbound / Outbound calls, award received only after 6 months of employment.

**Skills**

My Supervisor  
Western Union Payments Processor  
Davox

Advantage  
Paradata  
Excel  
WBS  
Windows Outlook

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