

Jeannette Berry

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I appreciate the opportunity to interview and possibly share my skills with your company.

I have been in customer service/call centers for 30+ years. I have done everything from sales and retention to order entry and phones and dispatch.

I am 100% customer oriented. I don't believe in the illusion of customer service, which is to promise the world, while doing nothing. I believe in actually helping and making the customer want to continue to work with the company.

I have great people skills, excellent computer skills. The ability to maintain accurate documentation and records. Quick learner, proficient with all Microsoft Windows and Office Systems (including Microsoft Word, Microsoft Excel, and Microsoft Outlook®), Salesforce and able to pick up other software applications and tools quickly.

Professional Experience

Illumination Systems

July 2023-current

Order Entry/Customer Support

- Enter orders for Lighting stores and customers.
- Follow up with order status daily.
- Phone calls to assist customers.
- Assist with order status and tracking.
- Assist with order returns and RMA requests.

Traemand-Ikea Home Services

Aug 2020-July 2023

Customer Support Call center for IKEA kitchen services

- Taking calls from customers and IKEA personnel
- Working in **Salesforce** and Outlook, IKEA. Com site
- Working Support cases to assist with and resolve issues regarding appointments, plans, measurements, installations, any type of issues they need assistance with.
- Logging notes in the Customer account in **Salesforce** for every call and case worked.
- Working closely with Dispatchers, Sales, Planners, Measure techs, RM's and IKEA stores daily.
- Assisting Customer with Traemand-IHS account and book appts or booking them for CU as needed.
- Sending Password resets and troubleshooting issues with accounts before sending help ticket to IT.
- Working various special projects as needed. IE: helping dispatch to follow up on contracts that are outstanding or waiting for product to complete.

TransAmerica Retirement Solutions

Jan. 2019-Aug-2020

Call center/Customer care rep

- Call center for retirement plan company.
- Making notes in **Salesforce**
- Taking calls to assist with withdrawals or rolling over of funds from 401K type retirement plans.
- Assisting with changing fund allocations or contributions
- Answering any questions on the plans
- Helping to set up online profiles for customers.

MyCite-RMPDC/Denver Health (via Right Sourcing) Contract

Mar. 2018-Oct. 2018

Call Center/ technical Support

- Inbound calls/emails from patients and Doctors and health care providers.

- Very detailed documentation of all calls in the **Salesforce** system.
- Helping patients and providers set up their MyCite System.
- Trouble shoot issues with system.
- Establish Allergic Events and document and escalate to the specialty nurses in house.
- Review any of the 200 FAQs with caller.
- Maintain privacy and HIPAA laws during and after the call.

RGS Energy

Jan.2017-Feb 2018

Customer service II

- Inbound/outbound Calls.
- Create new accounts in **salesforce**.
- Trouble shoot system and monitoring issues.
- Create cases and Service orders for service calls and estimates for System Remove and Reinstalls.
- Work closely with Contracted Techs/AI's • Maintained minimum of 70 open cases at one time.
- Dispatch service calls. Send service orders.
- Assist techs in the field via phone.
- Create Excel and MSWord spread sheets to aid the CSR team.
- Monitored the emails and VM's for customer service.
- Invoice service calls. Invoice for non-warranty work.

Education

Ouray High School - 1981

Colorado College of Medical Careers - Medical Assistant 1986

