

# Jennifer Beene

Customer Service Representative at Spectrum (formerly Time Warner Cable)

jenniebeene14@gmail.com

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## Summary

Pursuing a challenging career where my customer service experience, motivation, and a commitment to excellence will be utilized to positively impact the company's growth and profitability. With 10+ years of diversified experience in customer service, proven ability to generate repeat business through exceptional service, and by being highly experienced in providing top-tier performance in high-volume environments showcases the dedication in my career in customer service.

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## Experience

### **Customer Service Representative at Spectrum (formerly Time Warner Cable)**

November 2016 - Present

- . Customer Service
- . Sales Management
- . Billing & Collections

### **Senior Customer Service Representative**

October 2015 - November 2016 (1 year 2 months)

- . Customer Service
- . Sales Management
- . Hospitality
- . Cashier
- . Account/Funds Management

### **Senior Account Manager**

February 2014 - September 2015 (1 year 8 months)

- . Customer Service
- . Accounts Payable/Receivable
- . Escalated Collections Management
- . Account/Funds Management
- . Computer Networking Operations

### **Senior Customer Service Representative at Colorado Springs Dodge**

December 2011 - January 2014 (2 years 2 months)

- . Customer Service

- . Overall Operational Management
- . Billing/Accounts Management
- . Automotive Verification Management

### **Senior Customer Service Representative at TruGreen**

April 2010 - December 2011 (1 year 9 months)

- . Customer Service
- . Escalation Operation Management
- . Account/Funds Management
- . Sales Management

### **Senior Customer Relations Manager**

February 2004 - April 2010 (6 years 3 months)

- . Customer Service
- . Sales Management
- . New Hire Recruiting
- . New Hire Training
- . Computer Network Operations
- . Assistant To General Manager
- . Account/Funds Management
- . Insurance/Warranty Process Operations

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## Education

### **Palmer Senior High School**

High School, General Studies, 1982 - 1986

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[Contact Jennifer on LinkedIn](#)