

Jennifer Martinez

CEA4 Corporate Escalations representative - Comcast Cable Corporation

Denver, CO 80217

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Work Experience

CEA4 Corporate Escalations representative

Comcast Cable Corporation - Denver, CO

June 2014 to Present

Assisting T1 billing agents research and resolve escalated issues in regards to sales, early termination fees, billing discrepancies, and repackaging accounts in a timely fashion. Collected verified ad resolved complaints via multiple sources (i.e. email, telephone etc.) in regards to false alarms, break ins and corporate escalations. Researched issues and operations to include BBB, FCC, legal affairs and review of priority event investigations.

Warehouse Associate

Caterpillar Inc - Denver, CO

September 2021 to April 2022

Position consisted of working the inbound side of the facility. Unloading dock, taking parts out of shipping containers and placing them in the correct bins to be disbursed through out warehouse correctly. I operated a reach machine to place items in higher spots through out the warehouse. Some occasions consisted of helping the outbound side collect parts to be placed for shipment. Worked off of scanning device to make sure all labels were correct. Labels consisted of part number weight and amount of product. It was our responsibility to make sure everything matched up correctly and if not to notify our immediate supervisor and correct.

Janitorial Worker

Gates Tennis Center - Denver, CO

March 2016 to October 2016

Position included vacuuming/sweeping, mopping all areas of the facility. Collecting and throwing out trash from main lobby areas, offices, break rooms, restrooms, and outside tennis area trash cans. I also cleaned windows and desk and reception areas. I cleaned out break room refrigerators and restocked lobby refrigerator.

Customer Service Gate Agent

Skywest Airlines - Denver, CO

February 2014 to June 2014

providing exceptional customer service to passengers for united express flights, board/de-board flights, re-direct customers to proper service desk seek all available options to provide all services to passengers, in a timely and professional manner.

Window Clerk

USPS - Denver, CO

November 2013 to February 2014

Opening and closing store, preparing deposit, assisting customers with all USPS services
Receiving and disputing inventory, dispersing mail and parcels, meeting and exceeding all customers request beyond Satisfaction, computer data base system toggling back and forth between screens, receiving inbound calls
And making sure all paperwork and deposit balance out at end of night.

Security Guard, Secure safety Sensitive areas

HSS - Denver, CO

April 2012 to October 2013

at Denver international Airport document security information make sure no breaches occur while on duty, assist passengers, and provide helpful information in a timely fashion. Communicate with dispatching supervisors and co-workers in a safe reliable and understanding way

Customer service representative

Convergys Marketing - Denver, CO

October 2011 to April 2012

Received inbound calls in reference to At&t phone services, made sure calls where handled in a timely manner, performed computer duties, toggling between screens (At&t system), multitask-ed entering data (collections, trouble shooting, billing, etc.) while on calls.