

Karen Wetzberger

Customer Service Representative and Team Leader

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Objective

Experienced and hard-working Customer Service Representative with experience in fast-paced high-tech environments. Strong team player and leader. Committed to quality performance, with an ability to learn new procedures quickly. Looking for a new challenge in the Fort Collins area, preferably one which will include face-to-face interactions with customers in a supportive team environment.

Experience

IBM/Manpower (Boulder, CO) 2009 - 2018

Team Leader, Customer Assistance Team for IBM large and medium servers. Also provided backup to the IBM New Installations and Upgrades Group, and managed customer support and billing for legacy clients who had no service plan.

- Managed as many as 40 customer service representatives on-site, and another 20 overseas.
- Trained new-hires in every step of the CSR process, from determining entitlement of the customer's support plan, to dispatching work to appropriate service providers, to follow-up and billing.
- Handled complicated support cases requiring research into 40 different IBM legacy databases.
- Handled customer complaints.
- Gained knowledge of IBM servers, desktops, and laptops.
- During my tenure, customer satisfaction in our client base rose from 74% to 94%.

Hach (Loveland, CO) 2003 - 2009

Customer Brand Specialist. Supported the company's water analysis product line, including general lab products, Hydrolab, High End Laboratory products and online flow/sampling product lines. Specialized in Lachat/Radiometer systems. Answered questions, provided quotes, managed orders, arranged training, resolved returns and 'no charge' orders through email, fax and phone. Maintained a strong, reliable work ethic.

Sykes (Greeley, CO) 2002 - 2002

Frame Relay Technician. Successfully Completed the AT&T curriculum for Frame Relay Provisioning Data for a temporary position which did not materialize.

Center Partners (Fort Collins, CO) 1998 - 2002

Hewlett Packard/ISG Technical Support. Provided phone and email technical support on hardware and software issues for HP Tape Storage Products.

Sitel Group, Call Center (Fort Collins, CO) 1996 - 1997

Allstate Insurance Customer Service and Emergency Road Service

Representative. Assisted members with question and concerns regarding billing claims, trip planning and general information. Also dispatched towing and locksmith service to stranded customers.

Ramada Inn (Glenwood Springs, CO) 1995 - 1995

Front Desk Clerk. Assisted guests with room reservations, hotel check-ins and check-outs.

Auditor. Responsible for the daily account of all activity for the hotel, restaurant and lounge.

Days Inn (Fort Collins, CO) 1993 - 1995

Assistant Manager. Scheduled and supervised daily employee work. Resolved guest problems and concerns in all areas. Tracked reports to and from corporate. Made daily deposits.

Education

AIMS Community College (Greeley, CO) 2007 - 2008. Completed 2 semesters coursework in business and information systems.

Front Range Community College (Fort Collins, CO) 1979-1980. Completed 1 semester coursework in computer science.

Rocky Mountain High School (Fort Collins, CO), graduated 1979.

Skills

- Back and Front Office Operations
- Customer Relations
- Customer Retention
- Workflow Management
- Productivity Improvements
- Critical Problem Analysis/Resolution
- End-of-Day Reconciliations
- Staff Supervision/Training
- Customer Need Assessments
- Managing E-mail/Telephone Duties
- Good Communication Skills both written and verbal
- Team/Goal Oriented

- Computer programs: JBA, GCS, and other IBM legacy systems;

Microsoft Windows; Microsoft Office, Excel and Word; Oracle 11.i