

Keith Globus

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Objective: To work for an established company

Professional Experience

Luther Automotive

Customer Care Representative 7/2017 to 1/2019

I was hired directly with Luther Automotive. I assisted customer's with scheduling appointments, accessories and recalls for their vehicle. I also helped customer with other questions related to their car. I made outbound calls to sell service packages and to see if they were happy with the service that was provided.

Express Employment Professionals

Customer Care Representative 1/2016 to 6/2017

I was assigned a position at the Luther Automotive call center as a Customer Care Representative.

Kelly Services, August 2016 to December 2016

Health & Welfare Benefits Associate - Inbound Call Center

My assignment was at Willis Towers Watson. I assisted employees with their annual health insurance and welfare benefits offered through their employer. The benefits I assisted participants with included medical insurance plans and other benefits offered through their employer.

United Health Group/OptumRx, December 2013 to July 2014

Customer Service Associate - Inbound Call Center

I assisted Pharmacy Technicians over the phone with filling member's prescriptions. The job duties included assisting United Health members with questions related to their medical insurance.

The Sportsmans Guide, January 2007 to March 2013

Customer Service Associate - Inbound Call Center

I provided customer service to Sportsmans Guide customers via email correspondence and over the phone. The position also included selling add on items and the buyer's club memberships. I was in the top 5% selling add-on items and the Buyer's Club Membership. I also made outbound phone calls.

Education

University of Wisconsin, Milwaukee

I received a **Masters Degree** in Library and Information Science.

My emphasis was in online information searching.

University of Minnesota, Twin Cities

I received a **Bachelors Degree** with an emphasis on business.