

Corise T. Kennedy

17 Moody Street, Greenville, South Carolina,

Contact No : 8644048469

Email : kcorise@gmail.com

Objective

- My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

Education

- Bachelors of Art
Political Science (January 2000 - May 2004)
Johnson C. Smith University

Experience

- Verizon Wireless
Technical Support Coordinator (April 2011 - Present)
Provides stellar customer service to wireless and broadband customers not limited to cellular phones, wireless internet, and landline support.
Educated customers with their wireless products.
Explained charges, credits, and services to customers.
Utilized Remote Diagnostics Tools to help troubleshoot products.
Advanced troubleshooting on wireless products not limited to cellular phones, mobile broadband services, and computer products.
Provides credit checks for new activations.

- Verizon Wireless
Senior Customer Service Representative (December 2009 - April 2011)
Acted as a point of contact for team members.
Trained, developed, and coached new hires.
Reviewed escalated calls and provided customers with a resolution that was a win/win for the company and the customer.
Answered inbound calls from customers regarding billing, products and services.

- Verizon Wireless
Customer Service Representative (April 2007 - December 2009)
Provided excellent customer support to customers.
Basic troubleshooting on text, calls, and wireless internet.
Acted as a liaison for management and team members.
Exceed company's key performance indicators.

- Greenville Housing Authority
Field Relocation Specialist (July 2005 - April 2007)
Helped relocated residents of the Jesse Jacksons Town homes using the Hope 6 grant.
Provided support to the residents with locating better living standards.
Conducted inspections for residences to make sure they passed government standards of living.
Requested governmental forms for moving expenses.
Conducted follow up appointments with residents.

Skills

- customer service, technical support, Microsoft Office, Windows Support, Macintosh Support, Filing, Fax, Telephone, Management, shorthand