

Monday @llam, 3<sup>rd</sup> shift  
10/26

Raquel Webber  
780 Revere St. Aurora, CO 80011  
Raquelwebber@yahoo.com  
720-363-6927

## OBJECTIVE

Customer Service position offering challenge, accountability, and an opportunity for career advancement.

## SUMMARY

I am a high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments. I have a career emphasis on client services and problem resolution.

## EXPERIENCE

Customer Service Representative/Dispatch (1-20-2011-05-18-2015)

Faison Office Products Aurora, CO

Call Center position- Responsible for answering all inbound calls from our customers. Check on order status and product availability. Defuse escalated issues to meet customers' needs and also follow policies and procedures. Prepare and create FedEx labels for overnight or ground shipping. 09/10/2014 I was promoted to Dispatch representative. I created new work orders for Computer/copier techs. Assigned the work orders to the proper technician designated to that area. Followed up with customers to make sure their appointment time was met and issue has been resolved. Use maps to schedule technicians for appropriate times based on travel time. Ran reports on completed and incomplete work orders weekly.

Customer Service Representative (11-03-08 till 7-11-09)

Sprint Wireless Englewood, CO

Call Center for National Sales Support, answer inbound calls for dealers, activate new lines of service, give billing information, credit customers' accounts and make every call 1 call resolution.

Customer Service Representative/ Receptionist (03-10-08 till 08-23-08)

Human scale Englewood, CO

Call Center for Ergonomic Solutions for customer, Dealers and vendors  
Answer phones inbound and outbound giving customers the information or solutions they need.

Customer Service Senior Services (2006-2008)

WellPoint Anthem Blue Cross Denver, CO

In bound call center, handle Medicare part D calls in regards to member's prescriptions, plans and account with Anthem Blue Cross

Quality Assurance Lead (2004 -2005)

Ironwood Communications, Aurora, CO

Monitored and prepared several quality performance appraisals for 48 agents, weekly. I provide feedback on each monitored call to the agent and their Supervisor. I devised filing and archival system for each call to allow easy retrieval.

Senior Customer Service - (2001 – 2005)

Convergys / Teletch, Denver, CO

Manage nationwide supervisor-level calls in an inbound call-center environment. Resolve customer complaints, track packages, and performs administrative duties.

Receptionist / Administrative Assistant – (1999 – 2001)

Office Team (Amdahl / DMR)

Supported office staff of 50 professional computer engineers for International Corporation. I Operated Meridian Lucent Technologies switchboard phone system. This allowed me to efficiently route clients.

Interview Questions

Candidate Name: Raquel

Do you have any questions about the position?

With this account you will have four seven minute breaks and one thirty minute lunch, is that something that will work for you? They have a very strict attendance policy on site.

yes

Do you think that you would be comfortable working in a clean room environment?

yes

Can you....

Maintain a steady working pace? yes

Either stand or sit for your entire shift? yes

Work under florescent lights for your shift? yes

What interests you about this position? (Why did you apply?)

Night shift, standing, assembly work

What challenges are you looking for in this position?

growth & stable

What motivates you to do your best?

family, career vs. Job

Shift/Pay: 3rd | 13.65

Scheduled Time for Site Tour/Interview:

1:00 pm



DISCLOSURE AND AUTHORIZATION REGARDING PROCUREMENT OF BACKGROUND REPORTS

It is recognized and understood that the Fair Credit Reporting Act provides that anyone "who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses" shall be fined not more than \$2,500 or imprisoned not more than a year, or both.

In connection with my application for EMPLOYMENT (including contract for services), I understand that investigative background inquiries are to be made on me which may include criminal convictions, motor vehicle, and other reports. These reports may include information as to my character, work habits, performance, education and experience along with reasons for termination of employment from previous employers. Further, I understand that you will be requesting information from various Federal, State, and other agencies which maintain records concerning my past activities relating to my driving, credit, criminal, civil and other experiences. *If I include a current employer for verification, I may jeopardize my position within that company.* I authorize without reservation, any party or agency contacted to furnish the above mentioned information and release all parties involved from any liability and responsibility for doing so. I hereby consent to obtaining the above information from BACKGROUND SOURCE INT'L and/or any of their licensed agents. This authorization and consent shall be valid in original, fax or copy form. I further authorize ongoing procurement of the above mentioned reports at any time during my employment (or contract).

Applicant Signature: Raquel Webb Date: 10-26-15

Please PRINT clearly: Position applied for: Medical Assembler

Name: Raquel Sonya Webber Maiden / AKA: \_\_\_\_\_  
First Middle Last

Soc. Sec. #: 392-56-1675 \*Sex: F \*Race: B \*Date of Birth: 07-14-79

Current Address: 780 Revere St County: Arapahoe

City: Aurora State: CO Zip: 80011 How long: 3yrs to \_\_\_\_\_

Previous Address: 15413 E. Ford circle #C-3 County: Arapahoe

City: Aurora State: CO Zip: 80017 How long: 2yrs to \_\_\_\_\_

Motor Vehicle Report Fax to: (208)769-7282

Name as it appears: \_\_\_\_\_ License #: \_\_\_\_\_ State held: \_\_\_\_\_

\*Responses to these are completely voluntary. You need not respond to have your application considered. However, without this information, we may be unable to distinguish you from another in the event we discover adverse information during our background investigation. 03/06/01

