

Spell Check

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MERLYN WILSON

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Professional Summary

Hardworking Customer Service Representative and Administrative Assistant. Trained in project and time management with extensive knowledge and proven multitasking abilities. Committed to maintaining professional relationships with clients/customers to increase profitability and drive business results.

Skills

- Document scanning
- Clerical support
- Interpersonal and written communication

Work History

Customer Advocacy Manager, 10/2017 to Current

Sleep Number Corporation – Minneapolis, MN

- Serve as case manager to customers with repeated or complex needs
- Follow up to ensure expectations have been met or reset expectations
- Document specific and accurate customer information, product codes into SAP and medallia systems
- Close the loop with customers who have filled out a Customer Experience survey; take appropriate action on feedback by uncovering the root cause of the customers problem(s) and fix the situation
- Report patterns in Detractors/ Passive to help identify and address systematic issues; guide in improving products, policies, services, and processes
- Close the loop with promoters thanking them for their loyalty, feedback, and business; re-energize and re-engage them in Sleep Number products
- Assist with inbound Customer Service calls and special projects based on business needs
- Prepare for reporting as requested

Customer Service Representative, 12/2016 to 10/2017

Sleep Number Corporation – Minneapolis, MN

- Built relationships with customers while serving as a product and service expert
- Delivered brand experience exceeding customers expectations to effectively and efficiently guide customers through troubleshooting, product care and usage

Administrative Assistant, 04/2013 to 06/2016

Steven Lawn Service – Milwaukee, WI

- Created and maintained detailed administrative processes and procedures to drive efficiency of lawn technicians
- Performed administrative services including phone and email correspondence, making copies, and handling incoming and outgoing mail and faxes
- Assisted senior managers with daily work tasks

Customer Service Representative, 08/2013 to 01/2014

American Retrieval Company – Plymouth, MN

- Placed outbound calls to hospitals and clinics to retrieve clients medical records on behalf of insurance companies
- Securely managed the retrieval process in a fast and efficient manner in compliance with HIPPA
- Comprehensively tracked digital request for insurance professionals in legal, claims and underwriting departments

Education

Bachelor's: Construction Engineering, 2009

Stella Maris Polytechnic - Monrovia

