

Michael Cunningham

 970 443 9162

 mikebcunningham@gmail.com

 Loveland, Colorado

SKILLS OVERVIEW AND CAREER OBJECTIVE

I believe that I possess sound judgment and decision making skills with an outcomes focus and a strong attention to detail. I am a great communicator (both verbal and written). I consider myself to be an excellent team player with the ability to work autonomously. I have the capability to interpret company policies, guidelines and procedures. I implement solid time management skills with the ability to manage an effective work flow, even independently. I am competent in Microsoft Suite and various other IT applications and programs. I have the ability to work in an indoor or outdoor environment for long periods of time, with no physical restrictions.

My career objective is and has always been, to join a team that continually exceeds customer expectations. Ideally a position as a team player where I can maximize my previous experience in a challenging environment to achieve the company goals.

EXPERIENCE HISTORY:

CUSTOMER CARE CREDIT CARDS, Remote

First National Bank of Omaha, October 2022–Present

- Responsible for assisting customers who call in to the company regarding their cards as a first point of contact for the bank.
- Assisting with multiple customers daily to provide swift resolutions using my product knowledge, per their request. Can be responsible for taking 50 – 60 calls in a regular eight hour shift. All while meeting company standards and metrics.
- Collaborated with colleagues, supervisors and other departments to resolve customer issues, share knowledge and contribute to the overall improvement of customer service operations.
- Navigating several computer systems and applications and utilized search tools to find information to resolve customer concerns or updates.
- Built strong customer relationships through active listening, empathy and effective communication. Ensured customer satisfaction by promptly addressing their needs and provided timely follow ups when required.

CUSTOMER SOLUTIONS REPRESENTATIVE, Remote

Homesite Insurance, June 2021–September 2022

- Responsible for assisting customers who call in to the company regarding their policies and accounts held with Homesite.
- Maintained accurate and detailed reports of customer interactions including inquiries, issues, resolutions and other relevant information.
- Updating personal information, coverage change requests and alterations within the job-related software while maintaining accuracy.
- Used problem solving skills and technical knowledge to troubleshoot basic technical issues that customers may encounter and provide appropriate solutions.

JUNIOR ADMISSIONS REPRESENTATIVE, Longmont, Colorado

IBMC College, August 2020–April 2021

- Worked within the admissions team to interact with potential future students, including following up via phone and email and setting appointments for campus tours to promote the school.
- Answering inbound calls regarding interest from prospective students, while maintaining clear notes on each prospective student, to allow for effective and efficient follow up.
- Making outbound calls to previously interested individuals to attempt to re-engage their interest and coax them into visiting the campus.
- Working simultaneously with the lead admissions representative daily to divide tasks and leads and appointment setting.
- Conducted campus tours for perspective students and their families, showcasing the facilities of the college, resources and typical campus life. Tailored tours to individual interests and programs, while addressing concerns and questions effectively.

DELIVERY DRIVER, Loveland, CO

Amazon Logistics, November 2019–August 2020

- Duties included handling my own route to deliver the daily package assignment at my own discretion, and often ending my day supporting co-workers with their routes.
- Assisted in delivering 200+ packages per day, while when required obtaining signatures and interacted regularly with customers.
- Worked efficiently while alone to manage my routes, prioritizing tasks and adapting to changing circumstances to optimize delivery efficiency.
- Followed all traffic laws, regulations and company policies to ensure safe driving practices. Adhered to occupational health and safety standards and procedures.

OTHER PRIOR RELEVANT EXPERIENCE:

WAREHOUSE WORKER, Melbourne, Australia

National Insurance Replacement Services (NIRS), October 2012–January 2016

- Kept track of inventory levels, updated records and maintained a clean and organized warehouse at all times. Assisted in conducting regular stock counts, and reconciled any discrepancies between physical stock and records kept.
 - Prepared and packed orders based on packing list and customer specifications. Ensured accuracy with order picking, and preparation of packaging for shipment while adhering to safety guidelines.
 - Operated motorized pallet jack safely and efficiently within the warehouse.
 - Collaborated with team members and other departments to ensure smooth warehouse operations. Supported colleagues in achieving common goals, shared knowledge and accurately contributed to a positive work environment.
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EDUCATION

HIGH SCHOOL DIPLOMA, Bulleen, VIC, AUSTRALIA

Marcellin College, January 2002

Victorian Certificate of Education (High School Diploma) at equivalent of a 3.2 GPA

REFERENCES

JASON POLINKO Homesite Insurance

Coaching Supervisor

☎ (303) 956-4281

✉ jpolinko@homesite.com

BILLY MINDER IBMC College

Admissions Representative

☎ (307) 256-9978

✉ b.minder@ibmc.edu