

Michele Boyd

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#readytowork

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Qualfon - Fort Collins, CO

October 2018 to Present

I work for an account called caterer where we are the go between the restaurant and customer. I have had 100% Quality calls and earned incentive.

Mortgage collector

Citi - Tucson, AZ

October 2008 to February 2011

I was a bilingual representative who was in charge of collecting past due mortgage payments or placing customers on loan modifications. I would receive top bonus on my ability to collect or rectify the customers mortgage.

Education

Associate in Education

Connors State College - Warner, OK

May 1990 to September 1993

Associate in Education

Warner, OK

May 1990 to September 1992

Skills

- Call Center (6 years)
- Customer Service (8 years)
- Microsoft office
- Bilingual (10+ years)
- Customer Support (10+ years)
- Customer Care (8 years)
- Catering

- Teaching
- Curriculum Development
- Classroom Management
- Writing Skills
- Time management
- Software troubleshooting
- Warehouse experience
- Spanish
- English

Assessments

Customer Focus & Orientation — Highly Proficient

September 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Reliability — Highly Proficient

July 2019

Measures a candidate's tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Work Style: Reliability — Highly Proficient

January 2020

Tendency to be dependable and come to work.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

June 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.