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Objective:

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction.

Summary of Qualifications:

- Excellent phone skills. Establish long-lasting relationships with customers.
- Work effectively with diverse groups of people.
- Highly trainable and fast learner. Adapt well to change and pressure.
- Work well independently and as a team player.
- Able to effectively plan, coordinate and meet deadlines of multiple projects.

WSP - Aurora, CO

Customer Service Representative

Inbound Call Center- Answer incoming calls and take appropriate action for each call. Utilize company policies to assist customers with billing, payments, updating accounts, and transferring to appropriate escalation teams.

Unbridled Connect - Centennial, CO

Customer Service Representative

Inbound/Outbound Call Center -Answer incoming calls and take appropriate action for each call. Utilize company policies to solve customer issues regarding orders, billing, and managing accounts.

Dish Network - Thornton, CO

Customer Service Representative

Inbound Call Center - Responsible for customer service, billing sales and technical support. High volume calls.

Moneygram - Lakewood, CO

Customer Service Representative

Inbound Call Center - Responsible for customer service, inquires for money transfer purchases, payees, agents, financial institutions, and utility companies.

High volume calls.

Denver Human Services - Denver, CO

Switchboard/Lindex - Bilingual Operator

Answered, screened, and transferred calls to appropriate technicians for clients. Verified TANF, food stamps, and Medicaid for clients. Performed filing, faxing, and sorting of incoming mail.

Education:

Florence Crittenton - GED Mansfield Business School - Data Entry/WP

References available upon request.

