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Objective

My goal is to obtain a challenging and rewarding position in which I can enhance my skills by; expeditiously learning an organizations policies and procedures in order to amplify department production utilizing "outside the box thinking" as well as all company resources.

Skills

Fluent in Spanish & English

CRM Software

EDI Software

Book Keeping Software

Microsoft Office Suite

Conflict Resolution

55 WPM – Dual Monitor Capabilities

Logistical Support

Experience

RGIS Inventory – Regional Manager – 11/15– 05/22

- Opened and/or maintained customer accounts by recording account information per company protocol in CRM or EDI software.
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Prepared product and/or service reports by collecting and analyzing customer information.
- Contributed to team effort by accomplishing related results as needed.
- Managed up to 100 incoming calls per shift. Generated sales leads.
- Identified and assessed customers' needs to achieve customer satisfaction.
- Built sustainable relationships of trust through open and interactive communication with clients and potential clients.
- Provided accurate, valid and complete information by using the right methods/tools and company core values of customer care.
- Met personal/team sales targets and call handling quotas.
- Handled complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure customer/client resolution/satisfaction. Kept/updated records of customer interactions, process customer accounts and file documents per company protocol.
- Followed up communication procedures, guidelines and policies.
- Consistently going the extra mile to engage customers for complete satisfaction.
- Resolved customer complaints via phone, email, mail and/or social media.
- Used telephones to reach out to customers and verify account information.
- Greeted customers warmly and ascertained problem or reason for calling promptly.
- Cancelled and/or upgrade accounts at customer request/need.
- Assisted with placement of orders, refunds, or exchanges.

- Advised clients/customers on company information Took payment information and other pertinent information such as addresses and phone numbers and other demographics per company protocol.
- Processed changes in policies or renewals.
- Resolved customer complaints via phone, email, or live chat.

References available upon request.