

Myam Siegler

Customer Service Representative

Fort Collins, CO 80526

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970-880-3146

I am an extremely motivated individual who thrives to achieve goals and move my company forward. I have over 5 years of experience in customer service and company quality. Extensive experience working with customers on products, questions and concerns, warranty replacements, new product orders, guiding customers through their account information, de-escalating customers, training new employees and working with customers through phone calls and emails. I am dedicated to great customer service and representing my company and what we believe in. I am a great mentor and leader among my coworkers and teams in the work force. I motivate and assist everyone in an effort to help them move forward in their personal and work lives. Helping others be successful and learn new tools to manage their time is what I thrive to show everyone. I work very well with not only customers but coworkers and management as well, I have been asked to set up call shadowing, set up special events and company functions, speak especially with individuals who struggle at work and need help improving. I'm very dependable and lead by example by being on time, and going above and beyond of what's expected of me. I learn very quickly and thrive on discipline for myself and those around me.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

IT Technical Support

Rise Broadband - Loveland, CO

May 2020 to Present

Taking calls in a proficient manner to keep IPH High, AHT Low and customer experience High

Problem solving skills to determine the problem

Customer Service Representative

OtterProducts - Fort Collins, CO

October 2014 to November 2019

- Talented Brand promoter
- Problem solving skills to assist customers with assembling cases or issues with sound quality
- Taking warranty claims over the phone and giving a superior experience
- Exceptional time management Call flow expert which allows me to be a key performer with maximizing calls per hour
- Taking calls in a proficient manner to keep IPH High, AHT Low and customer experience High
- In conjunction with keeping a consistent QA score of over 3.5.

Waitressing

Elwood Staffing

October 2014 to July 2015

- served customers what they ordered in a timely manner, cash handling, credit card transactions, solved any issues they may have had, answering calls and took orders.

- Cashier
- Customer service representative

Customer Service

Employment Solutions

December 2013 to June 2014

- Worked at Technical Molded Products
- Manufacturing cow tags, worked on the line doing production
- Worked at Forney Products- was a shopper, had a list of items that needed to be shipped out and I placed them all in cart and completed tasks.

Production Worker

Noosa Yogurt

September 2012 to December 2013

September 2012 to December 2013

- Assembly line work- Packaged yogurt as it came down the line
- Managing the tape machine
- Excelled in time management

Education

High school diploma in Medical Specialties

College America

July 2012 to March 2013

High school diploma

Highland High School

2005 to May 2009

Skills

- Call Center
- Customer Care
- Customer Service
- CSR
- Customer Support
- Packaging
- Assembly
- Warehouse Experience
- Manufacturing
- Warehouse Experience
- Cash Handling
- Packaging

- Manufacturing
- Assembly
- IT Support
- Technical Support
- Network Support

Certifications and Licenses

Driver's License