

Alma Olsen

Sales/General Technical Support/Customer Service - Verizon Wireless Call Center

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WORK EXPERIENCE

Center Consultant

Fedex Office - Lincoln, NE - December 2013 to April 2014

Responsibilities

I was responsible for consulting with customers on their individual needs for projects for printing as well as their shipping needs. I worked on a daily basis with Adobe Photoshop/Adobe Pro/Microsoft Office/Microsoft Excel(when needed-not on a daily basis). I also assisted with the register and the retail area of the store.

Accomplishments

I primarily assisted with customers since the training is so long with machines within the center. So, I would say the most important thing I accomplished while working there was a significant sale of \$10,000 for a major company in Lincoln, NE(I had assistance with setting up the account from my Manager because I was still in training.

Skills Used

- *Working with Microsoft Office/Adobe Photoshop/Adobe Pro/ Occasionally Microsoft Excel.
- *Working independently on printing projects as well as in shipping.
- *Worked with printers/copiers/fax machines/cash register.

Sales/General Technical Support/Customer Service

Verizon Wireless Call Center - Lincoln, NE - January 2013 to May 2013

Customer Care Specialist

Position Description - I'm responsible for addressing customer's concerns they may have with their bill/functionality of their device-switching devices/adjusting their plan-features they have on their plan-reporting lost or stolen devices/any issue they want to bring up about credits-customer service they received over the phone-over the phone-online/I am also responsible for selling accessories while on the phone with the customer.

- * Assisting customers with questions about their phone/bill/plan
- * Deescalating customers when irate
- * Working as a team to solve customer's concerns

Telemarketing and Customer Care

PCCW Teleservices - Lincoln, NE - April 2012 to January 2013

Telemarketer

Position Description - My job was to sell various different types of insurance over the phone and give customer service.

- * Top four selling skills for three different types of insurance
- * Excellent call quality for July
- * Chosen for inbound programs based on excellent call quality.

Merchandising Brand Team Member/Trainer/Signing Team Member

Southwest Super Target - Lincoln, NE - August 2010 to April 2012

Lincoln, Nebraska 68521 • 08/10-04/12

Company Description - Sell retail items to customers and give excellent customer service.

Merchandising Brand Team Member/Trainer/Signing Team Member/Price Accuracy Team Member/
Electronics Team Member/Softlines Team Member/Hardlines Team Member/Fitting Room Team Member

Position Description - I kept the shoe department to best practice as well as jewelry and accessories. I also helped train clothing department team members/signing team members/ad-set team members/fitting room team members. I also worked in the furniture/electronics/beauty/backroom/planogram team/stationary part of the store. When the front end needed assistance I would help at customer service and at the lanes.

* I received two promotions while working there.

* Great Team Member of the Month

* Great comments from District about my department

Surveyor

Gallup - Lincoln, NE - January 2010 to August 2010

Position Description - Give surveys for banks and for Gallup itself.

* 50/50 club for the last four months I worked there.

* Consistent excellent call quality

* Trained to several different surveys

EDUCATION

High School Diploma

Lincoln North Star High School - Lincoln, NE