

LAUREN PECKA

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Summary

Dedicated customer service representative motivated to maintain customer satisfaction and to build long lasting relationships with clients. With five years experience in customer service, my main goal is to meet all of the client's needs to ensure the company will succeed.

Experience

Customer Service Representative Jun 2017 to Current

Southern Tier Veterinary Associates — Vestal, NY

- Answering multi-line phone system
- Relaying client messages to Veterinarians
- Filing insurance claims and calling in prescriptions on behalf of the doctor
- Acting as an assistant during small procedures when needed
- Handling billing & invoicing
- Creating marketing ideas for products we sell to ensure our clients pets stay up-to-date on their vaccines & preventatives.

Customer Service Representative Nov 2016 to Apr 2017

Time Warner Cable — Vestal, NY

- Answered customers' questions and addressed problems and complaints in person and via phone.
- Handled about 45-70 calls a day Handled customer payments Sold new internet & cable packages to existing customers, making sure they are getting the most for the best price.
- Handled customer complaints in a courteous manner and making sure the customer is comfortable and satisfied.

Front Desk Agent Dec 2015 to Dec 2016

Sherwood Hotel — Greene, NY

- Helped manage a 20-room full-service boutique hotel.
- Served as public relations representative for the hotel.
- Promoted positive guest relations to all individuals approaching the Front Desk
- Acted as the closing restaurant manager, ensuring all servers and cooks finished their end of day duties
- Handled all hotel & restaurant revenue at closing
- Recommended restaurants and activities for guests.

Server Jul 2013 to Current

Crepe Heaven — Binghamton, NY

- Recommending new and different entree items to customers
- Taking orders and delivering customer meals
- Handling restaurant marketing
- Making sure customers have an enjoyable experience and handling any complaints in a professional manner.
- Training new employees
- Handling inventory & shipments
- Sorting through payroll

Education and Training

Associate of Science, Health Science Individual Studies

2015

SUNY Broome Community College — Binghamton, NY, United States
Health Science Individual Studies Member of the the National Society of Leadership
Coursework in Biology and Medical Terminology

Associate of Science, Health Science Individual Studies
SUNY Broome Community College — Binghamton, NY, United States

- Liberal Arts
- Member of the the National Society of Leadership

2015

Coursework focusing on AP and IB advanced classes

Skills

- Conflict resolution
- Proficient in Microsoft Excel, Powerpoint & Outlook
- Medical Terminology
- Sales
- Billing
- Administrative duties
- Quality assurance
- Inventory
- Accurate appointment scheduling

Activities and Honors

- Captain of the Binghamton High School women's swim team in 2011
- Volunteer for the Knights of Columbus
- Member of the National Association of Realtor's