

Monroe Livingstone

Denver, CO | (970) 817-7053 | Nykitamonroe@gmail.com |
www.linkedin.com/in/monroe-livingstone

PROFESSIONAL SUMMARY

Detail-oriented and highly organized professional with over 7 years of experience in remote customer operations, data management, and administrative support. Proven track record of accurately processing high-volume documentation, managing customer accounts, and maintaining data integrity using CRM platforms like Salesforce and Zendesk. Adept at working independently in fully remote environments, managing shifting priorities, and delivering exceptional operational efficiency.

SKILLS

- **Core Competencies:** Data Entry & Verification, Records Management, Quality Assurance, Account Auditing, Order Processing, Remote Team Collaboration, Time Management.
- **Software & Tools:** CRM Platforms (Salesforce, Zendesk), ServiceTitan, Google Workspace, Microsoft Office (Excel, Word), Live Chat & Email Platforms, Payment Processing Systems.

PROFESSIONAL EXPERIENCE

Customer Account Representative | Titan Fittings | *02/2026 – Present*

- Accurately process purchase orders, convert sales quotes, and prepare detailed price estimates for corporate clients.
- Audit customer accounts and prepare financial and transactional data to ensure billing accuracy and resolve discrepancies.
- Maintain seamless, proactive communication with clients and internal stakeholders regarding account status and order updates.

Customer Service Representative | Bardi Home Services | *05/2024 – 11/2025*

- Managed a high-volume queue of 80–100+ daily omni-channel customer interactions via phone, email, and live chat.
- Troubleshoot complex client account issues, providing efficient solutions while maintaining top-tier customer satisfaction scores.
- Utilized proprietary CRM tracking systems to document user data and update client records with high attention to detail.

Customer Service Representative | Waterpik | *2022 – 2024*

- Executed detailed data entry and digital record updates within corporate databases while handling high-volume incoming inquiries.
- Served as the primary liaison for consumer complaints, meticulously logging case details to support product quality tracking.

- Integrated continuous performance feedback and system training updates into daily remote workflows.

Customer Service Support | Constant Contact | 2020 – 2021

- Onboarded new clients to core marketing software features, guiding digital setup and data integration.
- Monitored user platform activity, analyzed engagement metrics, and recommended data-driven adjustments to optimize client results.
- Co-developed customized marketing and data retention strategies tailored to unique small business goals.

Customer Service Representative | CarMax | 2018 – 2020

- Assisted clients with high-volume account inquiries, vehicle financing records, and data updates in a fast-paced environment.
- Coordinated cross-functionally with internal departments to track documentation and resolve complex account issues.

Lead Dispatcher | Air Conditioning Experts Inc. | 2015 – 2018

- Managed real-time daily technician schedules, database dispatching logs, and shift assignments for a busy field service team.
- Maintained continuous digital and verbal correspondence with internal teams and clients to ensure tight scheduling compliance.

Data Entry Clerk | AAA NY | 2010 – 2012

- Entered, verified, and updated large volumes of confidential client data into central repositories with zero error rates.
- Organized, scanned, and digitized legacy paper records to streamline organizational access and improve file retrieval times.
- Maintained strict compliance with data privacy standards and corporate confidentiality regulations.

Note: Additional experience as a Fast Food Team Manager and Restaurant Server available upon request.

EDUCATION

A.A.S. in Applied Science

New York City College of Technology | 2009 – 2012