

Robert Lee Welch
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Summary:

- Call center customer service professional, experienced providing customer service both in person and over the phone
- Early exposure to the healthcare industry
- Experienced negotiating and persuading clients in effort to increase sales or raise funds, ability to work in metrics-driven environment

Technical Skills:

MS Office Suite, QuickBooks, Adobe Photoshop and Adobe products, Internet data researching abilities and experienced using UNIX and LINUX, SAP, Salesforce, Processed RMAs, Track Merchandise

Experience:

24-7 Intouch

Customer Service Associate

04/2017-Present

- Serve as first line of contact for customers around the world.
- Negotiate disputes between users and contracted clients.
- Troubleshoot communication and logistics issues under deadline.
- Ingoing and outgoing calls and emails in several languages.
- Direct supervision and assistance to new agents.
- Averaged 10/10 customer satisfaction.
- Followed PCI compliance rules.

Crocs Inc.

Customer Service Associate

11/2016-01/2017

- Process up to 100 incoming calls and 25 emails daily.
- Successfully intervene in customer difficulties.
- Independently assess severity of customer complaints and take necessary actions.
- Productivity ranged from 99-105% each week.

Golden Railings, INC.

Assembly Line technician

09/2016-11/2016

- Operate machinery with a high level of accuracy.
- First Aid/CPR Instructor

**Electronic Payment Systems
Small Business Development Specialist**

01/2016-06/2016

- Inbound and outbound call center responsible for up to 300 calls/day.
- Maintained client relations and developed new clients for largest privately held merchant processor in the US.
- Trained new employees, supervised call room operations.

**Metropolitan State University
Full Time Student**

01/2015-12/2015

- Majored in history and comparative literature.

**Telefund
Fundraiser Coordinator/Trainer:**

03/2014-11/2014

- Outbound call center environment, responsible for reaching out to clients and local businesses in effort to raise money for fundraisers
- Maintained relations with and clients, development new relations with prospective clients
- Responsible for successfully collecting funds and meeting call goals and fundraising goals
- Conducted training for new hires
- Communicated with other departments and transferred calls when needed

**HS Posters
Customer Service Associate:**

07/2013-03/2014

- Inbound/outbound call center environment, assisted customers with routine information and placed and tracked orders
- Collected requirements from customers for new orders
- Maintained relations with customers in effort to maintain sales, developed new relations via telephone in order to generate new sales

**Vacuums R Us
Sales and Repair Associate:**

11/2011-10/2012

- Assisted customers and provided customer service to commercial and personal clients
- Provided technical support via telephone
- Tracked and maintained orders to ensure customer satisfaction
- Maintained employee time card records and assisted with employee payroll

**Federal Bureau of Prisons
Law Library Clerk:**

8/2005-8/2011

- Performed research via online and hard copy sources
- Prepared documents for self-filers
- Proofread and corrected documents
- Taught GED classes

Education:

Metropolitan State University Denver, CO

History/Comparative Literature

Bachelor of Arts 2015