

Rohillion Ellis

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Core Competencies:

- Communicates, mediates, and negotiates with customers to resolve complex customer service issues
- Initiates the resolution of customer service issues
- Recommends, anticipates, resolves, and facilitates improvements to service delivery deficiencies
- Coordinates and trains personnel in effective communication/customer service/service delivery topics
- Provides information to citizens, individually and in groups, regarding organization, service array, operations, laws, policies, and procedures
- Communicates with department, and public to promote core information/issue themes on community-wide level
- Assists in policy/procedure development and implementation processes
- Produces memos, letters, reports, and other written material

Professional Summary:

- Supervised the work of customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors and problems
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes
- Implement corporate or departmental policies, procedures, and service standards in conjunction with management
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems
- Train and instruct employees in job duties or company policies or arrange for training to be provided
- Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action
- Review records or reports pertaining to activities such as production, payroll, or shipping to verify details, monitor work activities, or evaluate performance
- Recruit, interview, and select employees
- Interpret and communicate work procedures and company policies to staff

Work Experience:

Diligent Delivery Systems

Sept. 2018 – Dec. 2022

Customer Service Representative/Logistics Support/Parts Specialist

- Ability to handle high volume of inbound and outbound calls in a fast-paced environment in a professional and efficient manner
- Safely and efficiently performs assigned processes to meet the required daily logistics activities
- Maintain records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Defused volatile customer situations calmly and courteously in a professional manner
- Collaborates and communicates with logistics technicians, customer service representatives, quality personnel, and others involved in the shipment and receipt of products about information related to the shipment
- Ability to work in a team environment as well as individually
- Coordinates the return of rejected or unsuitable orders
- Assisted with the ordering of materials through a variety of internal and external sources
- Monitored all parts of stockroom and perform regular cycle count and ensure compliance to all safety regulations and procedures
- Prepared invoices, special orders and executed other necessary paperwork in accordance with Company policy.
- Compiles carrier and route assignments
- Track, trace and update the status of shipments
- General clerical duties include data entry, photocopying, faxing, scanning, emailing, and filing.
- Demonstrate strong problem-solving and analytical skills.

Netspend Corporation

Jun 2017 – Apr 2018

Customer Service Representative

- Ability to handle high volume of inbound and outbound calls in a fast-paced environment in a professional and efficient manner
- Addressed and resolved customer product complaints empathetically and professionally
- Kept records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Defused volatile customer situations calmly and courteously in a professional manner
- Met service and quality standards
- Ability to work in a team environment as well as individually

O'Riley Auto Parts

Feb 2016 – Dec 2016

Delivery Parts Specialist

- Provided excellent customer service through the safe and efficient delivery of parts and products to professional customers using a company provided vehicle
- Collected money on collect on delivery (COD) deliveries
- Picked up customer returns
- Ensured efficient deliveries by quality checking orders that ultimately got products into the hands of customers
- Effectively managed the cleanliness and standard maintenance of company provided vehicle

NexxLinxx

May 2011 – Oct 2015

Retention Specialist

Supervisory Position/Team Lead Position

- Properly directed inbound calls in phone queues to improve call flow
- Addressed inbound customer service calls, dealing with inquires in an accurate fashion
- Maintained up-to-date records
- Developed new client retention strategies resulting in an increase
- Built customer loyalty by placing outbound follow-up calls for customers that reported product issues
- Ability to handle high volume of inbound and outbound calls in a fast pace environment in a professional and efficient manner
- Ability to work in a team environment as well as individually
- Customer service ability to handle irate callers in a professional manner

SafeSite

Jan 2005 – Dec 2009

Driver/Warehouse Technician

- Load truck accurately and safely for customer deliveries
- Unload truck as needed at customer and/ or branch locations
- Conduct self in a professional and ethical manner by treating customers with courtesy and respect at all times
- Filled customers' orders by retrieving material from warehouse and other locations

Adecco/Harte Hanks

Feb 2004 – Dec 2004

Customer Service Representative

- Addressed inbound customer service calls, dealing with inquires in an accurate fashion
- Maintained up-to-date records/Data entry
- Demonstrate strong problem-solving skills
- Ability to handle high volume of inbound and outbound calls in a fast-paced environment in a professional and efficient manner
- Ability to work in a team environment as well as individually
- Customer service ability to handle irate callers in a professional manner

Spherion/Dell

Jan 2003 – Jan 2004

Material Handler

- Maintained inventory by identifying, labeling, and placing materials and supplies in stock
- Locate materials and supplies by pulling and verifying materials
- Received credit return materials and supplies from production
- Prepared finished stock for shipment and loading
- Documented products shipped
- Demonstrated strong organizational and safety skills

MCI**Feb 2002 – Nov 2002****Telemarketing/Customer Service**

- Data entry updating customers' accounts
- Properly directed inbound calls in phone queues to improve call flow
- Assisted customers by up selling to buy company's products and services
- Maintained up-to-date records by securing customers account information
- Completed daily operations by following correct policies and procedures
- Ability to handle high volume of inbound and outbound calls in a fast-paced environment in a professional and efficient manner
- Ability to work in a team environment as well as individually
- Customer service ability to handle irate callers in a professional manner

Education:

Marion Abramson High School, New Orleans, LA (Graduated May 1996)

References available upon request.