

Ryan O'Connor

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Objective

To obtain a position at an organization that can utilize my education, while also maximizing my customer service experience to achieve both personal and corporate goals.

Education

Metropolitan State University of Denver

2014-2016

- Bachelor of Science Degree in Marketing
- Graduated December 17, 2016
- MKT Marketing Honor Society Member
- Cumulative GPA of 3.42

Experience

CoreSite Realty Corporation - Client Support Representative July-December 2017

- My role as a CSR consisted of assisting customers and other service managers with ongoing problem remediation, order processing and overall customer care.
- In my role I defined and coordinated customer business requirements with Sales Engineering, Field Operations, Security and Sales. I also provided constant support for Service Managers with customer reporting preparation and owned the responsibility for ensuring a successful customer deployment and overall experience.
- Additional duties included verifying orders against MSA/ Order Forms regarding space, cross connection, contract power terms and commencements. Managing companywide work orders, initial Quality Review and approvals. Response to customer inquiries/ proactively anticipate customer needs.

Alliance Data Systems - Call Quality Analyst 2017

2016- July

- My role as a call quality analyst consisted of quality assurance and strong attention to detail in regard to scoring the calls of the customer service associates
- Consistent above standard metrics, resulting in ranking in top tier of department.
- Awards for peak performance, adherence, availability, first call resolution, attendance, and customer satisfaction.

Alliance Data Systems - Customer Service Advocate 2016

2010-

- My role as a customer service advocate consisted of top notch customer service and sales
- Previous roles with Alliance Data Systems included both sales and store services, while consistently providing exceptional service to both customers and store associates alike.

Adams 12 Five Star Schools - Grounds Crew Lead 2014

2013-

- Managed a team of laborers to ensure the district was maintained at a presentable level.
- Oversaw and operated over \$175,000 worth of machinery on a daily basis.
- Collaborated with district and individual schools to accomplish tasks efficiently.

Skills

- Microsoft Office (Word, PowerPoint, ETC.)
- Salesforce.com
- Problem solving
- Quality Control
- Goal Oriented
- Excellent Customer Service
- Strong Written/Verbal Communication
- Time management
- De-Escalation

- Attention to Detail