

Shannon Henry

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Experience

Customer Support Representative

Alpine Access

August, 2008 — October, 2013 (5 years 2 months)

Assisted card holders for GE, GAP, AT&T Banana Republic, Old Navy, Boston market and Vermont teddy bear. Adjustments to accounts, troubleshooting, technical support, order placements all per customer request, all jobs completed on dual screens while typing 48 wpm. 7 years Home based call center & online account management experience.

Education

Liberty University

Forensic Pathology & Criminal Law, Forensics

Coursera -Michigan State University

Bachelor of Technology - BTech, Web Development

College America

associates, Business, January, 2010

Associations

- Leukemia & Lymphoma Society Advocate & Volunteer