



# SHAWNA SIMMONS

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## PROFESSIONAL SUMMARY

Energetic customer service professional bringing solid background in banking environments and exceptional attention to detail. Preserve and boost company revenue with strong sales skills and careful investigations of complaints. Manage calls effectively to maximize productivity.

## SKILLS

- Payment processing
- Issue resolution
- Product recommendations
- Complaint investigation
- Task prioritization
- Member retention
- Sales strategy
- Account management
- Inbound call management
- Member correspondence
- Data Security
- Complaint resolution
- Time management

## EXPERIENCE

Member Service Representative  
Ent Credit Union | Brighton, CO

October 2018 - January 2021

- Boosted member retention and loyalty through superior service delivery.
- Drove revenue by seeking out cross-sell opportunities aligned with established sales goals.
- Supported accurate recordkeeping, documenting account information and member inquiries in Symitar.
- Serviced or updated customer accounts and answered inquiries related to service charges or fees.

Customer Service Representative  
Johns Manville | Littleton, CO

February 1999 - January 2017

- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Answered [Number] inbound calls each day to handle various concerns, set appointments, and close sales.
- Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.