

Sherri L. Clark
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Customer Service and Support Specialist

Key Skills

- Offering 20+ years award winning track record of customer care excellence within high-volume environments that include Call Centers, B2B sales and sales support.
- I smile while I talk.
- One call problem resolution and planning/implementing proactive procedures and systems to maintain a high level of efficiency and cost effectiveness.
- Proficient with multitasking to include inbound, outbound calling, professional correspondence, multiple database, internet, web based, proprietary software utilization.
- Proven record of increasing levels of responsibility to include supervisory, management and training of employees.

Synopsis of Accomplishments

- 10+ **Quality Assurance Awards** for top quality customer interaction and satisfaction
- Award winning account **retention** and sales using consultative sales approach
- Supervisor and Trainer of 80+ person Call Center
- Excelled in **NCCER's** Contren Learning Series program

Employment

Press-One - Customer Service Specialist (2013 - Present)
Discovery Research Group- Supervisor Call Center (2008 – 2010)
Caleel & Hayden – Customer Service/Sales (2005 – 2006)
Alpine Access – Supervisor Customer Service/Sales (2002 – 2004)
Time/Life – Telemarketing/Sales (1999 – 2000)
US West- Customer Service/Sales (1997 - 1998)
Lewan & Associates- Senior Account Manager (1991 – 1997)

Education and Training

Pueblo Community College

OSHA - 10 hour Safety (2012)
Construction Technology - NCCER Core Curriculum (2012)
Electronics Basics - Certificate (2011)
Business Office Education - Certificate (2007)