

Taylor Worrell

Customer Care Representative

Fort Collins, CO

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Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Care Representative

Rise Broadband - Loveland, CO -

2017-06 - 2017-10

At Rise Broadband I handled a variety of calls for the Billing and Customer Care department, for the Sales department, and the Retentions department as well. If a customer was having issues with their internet service or their phone service they would call in for service credits and possibly upgrade to a faster speed. I would schedule appointments to have a technician go out to the customer's house if the problem couldn't be resolved with the technical support department over the phone. I cancelled out accounts and assisted with the equipment return process as well.

Phone Interviewer

Discovery Research Group - Fort Collins, CO -

2017-03 - 2017-06

I conducted tele-marketing phone surveys on various topics for a variety of clients. Performed heavy outbound calls.

Conference Call Agent

Factual Data - Loveland, CO -

2015-08 - 2016-01

When someone is attempting to buy a home or refinance a home, their credit report may be pulled multiple times, potentially causing the credit score to decrease. Banking institutions use factual data to create a credit supplement. We pull the applicant's credit once, and create a credit supplement that we can update manually. We can update debts or add new debts by conducting a conference call with the applicant and the creditor.

Customer Care Agent

Xerox - Greeley, CO -

2014-10 - 2015-03

I worked as a customer relations agent at XEROX for CVS. My responsibilities included taking phone calls from customers who may have an array of problems or suggestions for CVS. Some customers would call

because they had a problem filling their prescription, or they had a compliment about some of the staff in their particular CVS.

Debt Collector

Accurate Financial -

2013-10 - 2014-02

Ft Collins

Accurate was a family owned collection agency. I worked as a debt collector. I would contact people about their loans that they have defaulted on.

Call Center Agent

Qualfon/Center Partners - Fort Collins, CO -

2013-03 - 2013-10

I worked at Center Partners as a customer representative for Bare Escentuals. As an agent; I talked to customers, placed orders for them, and educated them on products.

EDUCATION

Olympia High School - Orlando, FL