

Teresa Martin

Customer Service - Qualfon

Wellington, CO 80549

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Authorized to work in the US for any employer

Work Experience

Customer Service

Qualfon - Fort Collins, CO

February 2001 to July 2021

4401 Innovation Drive Ft. Collins, CO. 2001 - Present

Sirius XM: Duties include using a client-customer based interface which services the functions of activations, billing, credit card payments, vehicle identifications and transfer of service from one vehicle to another, as well as sales. Resourcing, coaching agents on QA's and Jumpstart

TiVo: Duties include using a client-customer based interface which services the functions of financial adjustments, new accounts, exchanges, transferring of services, combining of accounts, new orders, warranty replacements, returned merchandise authorization, as well as trouble shooting technical issues.

Capital One: Duties included using client-customer based interface which serviced, financial adjustments, escalations, payment investigations, charges disputes with merchants, account transactions, as well as payment collections.

Qwest Products: Duties included using client-customer based interface which included, collections Que, sending collections letters, postage, ordering and maintaining office supplies, connection and disconnection of services, performing payment investigations, researching fraud accounts; and maintenance of 20,000 accounts for services. Responsible for adhering to strict guidelines for policy and procedures per Qwest. Maintaining phone contacts for customers, financial supervisors and dispatchers. Creating advisements for customer care agents with the guidelines of procedures.

Choice TV: Part of the Qwest company I was an integral part of the quality assurance team by, reviewing calls, and maintaining positive feedback for customer care agents as well as the Qwest client. This allowed me to assist customer service agents to develop more efficient and effective behaviors to improve their job performance. I managed 20 to 25 agents on a daily basis and then provided feedback ensuring quality performance for client and customer satisfaction.

Customer Service: Duties included all customer service, financial adjustments, account ownership, merchandise tracking, as well as help desk calls.

Education

Denver Business College - Denver, CO
1992

Associates in Business

AIMS Community College - Greeley, CO
1986

Skills

- Microsoft Office (10+ years)
- Call Center
- Customer Service
- Customer Care
- CSR

Certifications and Licenses

Linda.com

October 2018 to Present

Linda.com is a customer service based training/certificate program. I have earned customer service and time management certificates. I am currently enrolled in grammar and various other training to become certified. I am continuously seeking improvement and building my skills.

Assessments

Customer Service Skills — Highly Proficient

January 2019

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Highly Proficient](#)

Intermediate Word Processing Proficiency with Microsoft Word — Proficient

January 2019

Measures a candidate's knowledge of intermediate Microsoft Word techniques including the use of formatting, Track Changes, and Comments.

Full results: [Proficient](#)

Proficiency with Microsoft Office: Mail & Calendar (PC) — Proficient

January 2019

Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload.

Full results: [Proficient](#)

Proficiency with Microsoft Office: Mail & Calendar (Mac) — Completed

January 2019

Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload.

Full results: [Completed](#)

Verbal Communication — Proficient

January 2019

Measures a candidate's ability to effectively convey information when speaking.

Full results: [Proficient](#)

Written Communication — Familiar

January 2019

Measures a candidate's ability to convey written information using proper grammar rules.

Full results: [Familiar](#)

Merchandise & Supply Storage Skills — Expert

January 2019

Measures a candidate's ability to apply systematic processes for managing and storing products and merchandise.

Full results: [Expert](#)

Scheduling — Completed

January 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: [Completed](#)

Basic attention to detail — Familiar

August 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Familiar](#)

Customer service — Familiar

August 2021

Identifying and resolving common customer issues

Full results: [Familiar](#)

Administrative assistant/receptionist — Familiar

September 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Familiar](#)

Work style: Reliability — Highly Proficient

September 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

August 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Typing — Completed

September 2021

Transcribing text

Full results: [Completed](#)

Medical receptionist skills — Proficient

September 2021

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Fully qualified business professional with experience in customer service excellence, 17 years of which I have proudly worked for my current employer. I have 4 years of sales and technical expertise to which have extenuated my customer service skills.