TERI J STANLEY

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OBJECTIVE

I am an expert customer service associate who has extensive experience in call handling, de-escalation techniques, peer coaching, and leadership skills, as well as strong data entry skills, looking for a company to grow with.

SKILLS & ABILITIES

– Call Coach/Alliance Data – I leveraged my leadership skills and coaching to assist associates who were struggling in the customer experience surveys that we conducted. I spent time listening to their calls and having them observe mine. We met regularly and I was able to help over 85% of the associates I worked with improve their survey results by an average of 18%.
– Lead Intern/Alliance Data-As a Lead Intern, I assisted with the operations efforts in the call center by running contests, managing associates schedules, and helping with other administrative duties associated with the needs of the call center.

EXPERIENCE

- **Various positions, Job Store Staffing**   **February 2018 – Present**
- *Denver, CO*
- Data entry with Colorado Wildlife until April 2018

- **Customer Service Representative, Valero** November 2017 –February **2018**
- *Westminster, CO*
- My primary responsibilities were to handle customers as they came in to purchase product, clean and stock entire store, stock cooler, do overnight close out for morning shift.
- **Resolution Specialist, Alliance Data**   April 2014-July 2017
- Westminster, CO
- My primary responsibility was to handle escalated calls and offer resolution to cardholders who had complicated concerns. I had to balance the guidelines and needs of the business to offer the best possible outcome for all parties involved, while leveraging my seasoned ability to establish connections with callers and leave them with a lasting, positive impression. Our experience efforts were measured by customer satisfaction surveys as well as call compliance monitoring to ensure legal compliance. The expectation for survey results was 77% satisfaction, and I was able to achieve an 82.95% average. In compliance quality, the expectation was 85% and I was able to achieve an average of 96.59%.