

Trinity Chambers

Inside Account Manager

Longmont, CO

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(602) 292-9359

Highly organized individual, with a passion for structure and efficiency. Over 6 years of successful task management and customer service. Skilled in both verbal and written communication. Dedicated to keeping excellent customer interaction records.

Work Experience

Inside Account Manager

360 Credit Consulting - Broomfield, CO

March 2013 to Present

Responsibilities:

- Analyze credit reports and create a financial game plan.
- Keep meticulous and secure records of sensitive financial and personal information.
- Build client trust in the company by responding tactfully and efficiently.
- Speak with 40+ clients a day regarding their situation and program details.
- Resolve problems and complaints by clarifying the issue, explaining the best solution and following up.
- Communicate with, coach, and coordinate the sales team.
- Consistently meet deadlines and goals for all given tasks.
- Handle, prioritize, and problem-solve multiple tasks connected to multiple projects at one time.
- Train new employees in my department.

Customer Service Representative

360 Credit Consulting - Broomfield, CO

July 2012 to March 2013

Responsibilities:

- Greet all clients and visitors, ensuring that they receive an outstanding first impression of the company
- Administrative duties.
- Schedule appointments and maintain accurate, up-to-date client files
- Direct all tasks to the appropriate department and agent.

Education

Bachelor of Arts in Political Science

University of Northern Iowa - Cedar Falls, IA

December 2011

Skills

Time management, Confident under pressure, Detail oriented, Highly organized, Microsoft Office, Sales, Training

Assessments

Indeed Assessments are tests that job seekers can use to demonstrate their knowledge and abilities.

Supervisory Skills: Directing Others — Highly Proficient

Nov 2018

View my full results at: https://share.indeedassessments.com/share_assignment/n15bbhcimpqbj59

Customer Service Skills — Highly Proficient

Nov 2018

View my full results at: https://share.indeedassessments.com/share_assignment/r94cs5mwsp6kae3h

Supervisory Skills: Interpersonal Skills — Highly Proficient

Nov 2018

View my full results at: https://share.indeedassessments.com/share_assignment/xdzt0cwlgchuzqpg

Project Management Skills: Budgeting — Highly Proficient

Nov 2018

View my full results at: https://share.indeedassessments.com/share_assignment/wfc1nfbblwjrskrs

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

Additional Information

Professional Skills

Highly organized and detail oriented

Proficient with Microsoft Word, PowerPoint and Outlook

Extensive experience managing demanding clients

Exceptional time management and ability to multi-task efficiently

Confident under pressure

Strong ability to adapt to new and changing situations and tasks