

Dixie Valles

Customer Service Expert

Lakewood, CO
zazae2107@gmail.com - 720.876.8288

Customer Service Representative

WORK EXPERIENCE

Customer Service Team Lead

24-7 Intouch- Fandango - Aurora, CO - October 2012 to July 2013

Brought on from a different campaign to jump start a fresh new campaign.

- Supervised a Team of 15-35 customer service representatives.
- Implemented new ideas to help this new campaign grow.
- Entered in Payroll for multiple campaigns.
- Managed schedule adherence including attendance tracking.
- Assisted customer service representatives with locating customer movie and gift card purchases.
- Did quality assurance checks and had daily coaching sessions with English and Spanish agents.
- Helped train new agents coming to the floor.
- Communicate professionally to our client through email and phone and exceed client needs.
- Ability to adapt to changing situations.

Customer Service Team Lead

24-7 Intouch- MDU - Aurora, CO - 2011 to 2012

Supervised a team of 10-15 customer service representatives.

- Managed schedule adherence including attendance tracking.
- Did quality assurance checks and had daily coaching sessions.
- Researched accounts and found resolutions to the representatives requests.
- Worked with customers regarding their DirecTV, Dish Network, Cable and ISP services.
- Helped train new agents coming to the floor.

Sales Associate

AutoZone - Commerce City, CO - 2011 to 2011

Operated cash register - cash, debit and credit cards, and checks.

- Stocked shelves and assisted with price changes.
- Would reset shelves according to new product.
- Deliver automotive parts to customers in the area

Technical Support Representative

Dish Network - Thornton, CO - 2009 to 2010

Processed high volume of incoming calls regarding Dish Network services.

- Discussed bill, took payments, and made programming changes per customers' request.
- Marketed premium channels and upgrades to customers.
- Provided technical support on signal loss and equipment.

Home Shop Delivery Driver

King Soopers - Edgewater, CO - 2008 to 2009

Shopped and delivered customer's groceries per orders placed online or through the call center.

- Researched location by using a Denver regional street atlas to expedite delivery.
- Accepted payment from customers, built a rapport and established loyal clientele.
- Assisted with inventory count, rotated products to ensure freshness and stocked shelves.
- Handled money accurately and honestly

EDUCATION

Education and Accolades

Metro State College of Denver - Denver, CO

Emily Griffith Opportunity School - Denver, CO

2005

ADDITIONAL INFORMATION

- Fluent in speaking, writing and reading Spanish.
- Intermediate level at Microsoft Office: Word, Excel, PowerPoint and Outlook.
- Excellent customer service in a professional, concerned manner with ability to multi-task.
- Work well with a diverse population, ability to work independently, and versatile.