



## VERNON RAPP III

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Denver, CO 80022

vernon.rappiii@gmail.com

318-344-4065

Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

#readytowork

Willing to relocate: Anywhere

Authorized to work in the US for any employer

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## WORK EXPERIENCE

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### **Client Relations**

#### **Elite Integrity Transportation**

September 2015 to Present

Maintained contact with clients to ensure their delivery arrived on time and happy with the condition the freight arrived. Made accommodations for the driver. Filled out necessary paperwork. Reported all issues directly to owner. Finalized shipments and billed the clients.

#### **Customer Service Representative**

**Teleperformance** - Shreveport, LA

August 2010 to April 2015

Made reasonable procedure exceptions to accommodate unusual customer requests. Provided accurate and appropriate information in response to customer inquiries. Demonstrated mastery of customer service call script within specified timeframes. Addressed customer service inquiries in a timely and accurate fashion. Ran reports and supplied data to fulfill customer report requirements. Built customer loyalty by placing follow-up calls for customers who reported product issues. Collected customer feedback and made process changes to exceed customer satisfaction goals.

#### **Warehouse Selector**

**TVH Parts Company** - Shreveport, LA

December 2009 to September 2010

Load pallets

- Maintained a safe working environment
- Ensured that all merchandise counts were in order
- Assembled new products

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## EDUCATION

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### High school or equivalent in General Studies

Woodlawn High School - Shreveport, LA  
August 2003 to May 2007

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## SKILLS

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- Customer Service Representative (8 years)
  - Customer Service
  - CSR
  - Call Center
  - Customer Support
  - Customer Care
  - Warehouse Experience (6 years)
  - Client Relations (2 years)
  - Pallet Jack Experience (6 years)
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## CERTIFICATIONS AND LICENSES

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### Property and Casualty License

July 2017 to July 2019

### Driver's License

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## ASSESSMENTS

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### Work Style: Reliability — Expert

September 2019

Tendency to be dependable and come to work.

Full results: [Expert](#)

### Mechanical Skills: Aptitude — Familiar

December 2019

Measures a candidate's ability to understand and apply mechanical concepts and processes.

Full results: [Familiar](#)

### Management & Leadership Skills: Impact & Influence — Highly Proficient

December 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [Highly Proficient](#)

### **Call Center Customer Service — Proficient**

December 2019

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

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