

Whitney B. Claypool

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Cell: 307-262-8621

Objective:

I wish to assist APHIS with my enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize and expand my knowledge and skills.

Work Experience:

Telecommunications Specialist

InquisIT LLC Fort Collins, CO June 2017 – Present

- Cellular Service Ordering for Western Region of US, including cell phones, mobile WiFi devices, Cisco Virtual Office, and game cameras
- Respond to customer inquiries on troubleshooting, services, cell phone status, plan changes, and international services
- Recycle all old cell phone and mobile devices to save money for APHIS
- Assist in monthly reporting to help cut costs of unused devices

Data Operator II

RTL Networks Inc. Fort Collins, CO August 2016 – June 2017

- Respond to questions from APHIS users on standard hardware and software problems, operations, Active Directory, and software error corrections
- Provide accurate and timely log of problems in the incident management system
- Maintain communication with customers during the incident resolution process
- Fort Collins Team Lead

Data Operator I

RTL Networks Inc. Fort Collins, CO December 2014 – August 2016

- Provide assistance to APHIS clients in the area of data entry, report generation and general office support
- Answer the phone and create incident tickets
- Monitor the incident management queue and send tickets to respective programs
- Provide accurate and timely log of problems in the incident management system

Sales Consultant

You Sell Auto Longmont, CO August 2014 - October 2014

- Deliver superior customer service
- Help customers with all information regarding purchasing a vehicle
- Support receptionist in daily duties
- Assist with all financial paperwork for purchasing, selling, or consignment of vehicles

Financial Services Representative

Bank of the West Fort Collins, CO June 2013 - August 2013

- Deliver superior customer service
- Accountable for monthly quota, including new accounts, loans, and cross-sell
- Handle customer transactions including, but not limited to, deposits, withdrawals, and transfers

Retail Sales Representative

Verizon Wireless Cheyenne, WY/Longmont, CO December 2010 - May 2013

- Accountable for monthly quota, including renewals, gross gains, and sales dollars
- Deliver excellent customer service to each and every customer
- District Lead

Customer Service Representative

Verizon Wireless Cheyenne, WY September 2009 – December 2010

- Process customer transactions, including renewals, gross gains
- Resolved technical phone issues
- Balance cash drawer daily
- Merchandising expert

Member Services Representative

Western Vista Casper, WY June 2008 - August 2009

- Handle customer transactions including, but not limited to, deposits, withdrawals, transfers
- Answer customer inquiries regarding accounts and transactions
- Balance cash drawer daily
- Deliver superior customer service to all members

Education:

2007	Casper College	A.S. in General Studies
2004	Natrona County High School	High School Diploma

References:

Calvin Royal	IT Customer Service Specialist	919-282-4162
Sherry Peacock	IT Customer Service Specialist	970-225-1925
Joy Lowe	IES Fleet Manager	970-494-7494