



# Willie Moore

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## PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in Customer Service industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## SKILLS

- Policy Enforcement
- Issue Resolution
- Continuous Improvements
- Performance Tracking and Evaluations
- Time Management

## WORK HISTORY

### **SALVAGE WORKER** *03/2022 to CURRENT*

#### **Rock Harbor | Aurora, Colorado**

- Loaded, unloaded and moved material to and from storage and production areas.
- Maintained work areas by cleaning and straightening for maximum productivity and safety.
- Restocked items on shelves and bins to keep inventory available.
- Performed general housekeeping and cleaning tasks.

### **CUSTOMER SERVICE** *08/2017 to 11/2019*

#### **Fifth Third Bank Call Center | Norwood, Ohio**

- Entered client details and notes into system for interdepartmental access and review.
- Processed debtor payments and updated accounts to reflect new balance.
- Worked with customer to create debt repayment plan based on current financial condition.
- Listened to customers and negotiated solutions that met creditor and debtor needs.

### **DEBT COLLECTOR AGENT** *03/2014 to 07/2017*

#### **Access Financial | Fairfield, Ohio**

- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Achieved performance goals on consistent basis.
- Maintained high volume of calls and met demands of busy and productive

group.

- Worked in call center environment handling manual and automatically dialed outbound calls.

**EDUCATION**



**High School Diploma**

*05/2010*

**Colerian High School, Colerain, OH**