

BRANDI ALVARADO

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Summary

Personable, friendly and solution-oriented customer service agent with years of experience in service and support. Customer-focused team player offering expertise in conflict mediation, time management and sales. Dedicated to customer loyalty and satisfaction.

Skills

- Data entry
- Monitoring field personnel
- Schedule coordination
- Delegating work
- Motivated self-starter
- Superior negotiation skills
- Customer service-oriented
- Adjusting routes

Experience

Customer Service Energy rebates Press One

01/2007 to 02/2008
Ft. Collins, CO

- Evaluated benefits for each caller to determine service needs and address concerns.
- Sought opportunities to up-sell and add-on additional merchandise.
- Worked with external representatives to address customer needs.
- Upheld privacy and security requirements established by regulatory agencies.
- Maximized customer satisfaction by handling more than 100 customer email and telephone interactions each day.
- Assisted customers with completing quick and efficient sales transactions to guarantee high level of customer service.
- Consulted with upset customers to determine best methods to resolve service and billing issues.

Customer service Qwest wireless activations Center Partners

07/2006 to 12/2007
Ft. Collins, CO

- Assisted in fulfillment of customer orders placed in person, via email, online and by telephone.
- Managed quality communication, customer support and product representation for each client.
- Consulted with upset customers to determine best methods to resolve service and billing issues.
- Resolved customer issues using strong interpersonal skills and conflict resolution techniques.
- Assisted customers with completing quick and efficient sales transactions to guarantee high level of customer service.
- Resolved escalated customer issues quickly to drive client retention.

Dispatcher Yellow Cab

07/2004 to 04/2006
Windsor, CO

- Reviewed routes and adjusted plans to meet daily requirements.
- Supervised driver dispatch, route planning and vehicle tracking for the entire fleet.
- Maintained current knowledge of all personnel in the field and all completed deliveries or delays.
- Monitored dispatch board and adjusted call priorities.
- Maintained up-to-date knowledge of traffic problems and weather concerns.
- Oversaw scheduling for the day-to-day activities of transportation employees.