

Sabrina Finch

Mobile Phone: (720) 487-6406

E-mail: sfinch1986@gmail.com

OBJECTIVES: To provide the best service I can to my customers, my clients, and employers.

WORK EXPERIENCE:

Kelly's Services (Anthem Technical Support and Customer Service)

June, 2017-March, 2018

IBM | Boulder, CO

Customer Service/Technical Support

Inbound call center, taking phone calls from Anthem employees, troubleshooting computers, iPhones, iPads.

Concentrix Corporation (AMR AppleCare Technical Support and Customer Service)

June, 2015-November, 2015

IBM | Boulder, CO

Customer Service/Technical Support

Inbound call center, taking phone calls from AMR region, troubleshooting iPhone, iPads, iPods, iTunes, iCloud, providing excellent customer service to Apple customer's in AMR region, assisted in peer mentoring and training new AppleCare Advisors.

CCI Careers (APAC Apple/Intuit TurboTax Account Technical Support)

April, 2012-April, 2014

IBM | Boulder, CO

Customer Service/Technical Support

Inbound call center, taking phone calls from APAC region, troubleshooting iPhone, iPads, iPods, iTunes, iCloud, TurboTax Software, providing excellent customer service to Apple customer's in APAC region as well as America's TurboTax customer's, providing refunds to customer's to promote satisfaction, mentoring and training new AppleCare Advisors and TurboTax Agents

Was also given advancement from T1 Agent on TurboTax to Tier 1.5

EDUCATION

High School,

9/2001 - 5/2005

Ute Creek | Longmont, CO

Honors English, Advanced Placement European History, Advanced Placement World Cultures, Spanish I, II, and III, Drama, Speech and Debate

Some college

January, 2010

Front Range Community College | Longmont, CO

Major: Elementary Education

SPECIAL SKILLS

The job experience I have has given me the skills to communicate effectively with my customers, my co-workers, and my supervisors in a professional and courteous manner. I am also able to type over 45 words per minute. I make customer service and satisfaction my number one priority and have the ability to train others to do the same. I have trained and mentored several AppleCare Advisors and TurboTax Agents who have gone on to become supervisors on different accounts or different places of employment.

References available on request