

Damien Stone

Orange, NJ
dstone919@gmail.com
8622129367

- 1 Produce quality work even when under extreme time pressure and deadlines.
- 1 Ability to meet the needs of patrons
- 2 Dependable, hard working, and punctual.
- 1 Consistently maintain a positive attitude and enjoy helping people.
- 1 Accurately record, remember, and verbally communicate detailed information.
- 1 A problem solver who quickly grasps complex situations and turns them into manageable skill.

Work Experience

Warehouse Associate

Select service - New Jersey
May 2012 to January 2014

Customer Service

Global Industries - Raleigh, NC
March 2008 to December 2013

Responsibilities

- Build rapport with customers by greeting them in a courteous, friendly, and professional manner using procedures learned during new-hire training.
- Use decision-support computer software programs to respond to common customer work/service order inquiries and requests.
- Position entails a high amount of customer interaction over the phone. Ensure that customers understand product information, and be able to provide additional information to customers as needed
- Listen attentively to customer needs and concerns; demonstrate empathy.
- Prepare complete and accurate work and update customer file.
- Communicate effectively with individuals/teams in the program to ensure high quality and timely expedition of customer requests.
- Effectively transfer misdirected customer requests to an appropriate party.
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity.
- Participate in activities designed to improve customer satisfaction and business performance.

Skills Used

Accuracy

Always provide the customer with accurate information, even if you have to take extra steps to locate it. Customers are more willing to deal with delayed deliveries and other undesirables when they know they have been given accurate information. Accurate information allows the customer to plan accordingly. Inaccurate information makes customers angry and unwilling to trust what the company says. In addition, inaccurate information generates more calls into the already busy call center. Providing accurate information the first time is beneficial for The company.

Customer Care

Home Buyers Consulting Network - Raleigh, NC
January 2008 to March 2011

Responsibilities

Receive inbound calls including transferred sales leads and calls from current and potential customers. Place outbound follow-up calls to sales leads and persuade potential customers to complete and submit an application.

Answer questions about the product details, the company, and issues with account for the customers. Assist customers with any technical issues experienced with website and escalate any issues to management appropriately.

Perform basic account maintenance activities.

Meet Quality Assurance Requirements and other key performance metrics.

Accomplishments

Types 28wpm

Skills Used

Excellent interpersonal, written, and oral communication skills

Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections

Strong work ethic and self-starter, able to effectively manage multiple priorities and adapt to change within a fast-paced business environment.

Education

High School Diploma

Millbrook High School - Raleigh, NC
2008

Skills

hard working in any condition.

Additional Information

SKILLS

Active Listening Service Orientation

Time Management Visualization

Installation Critical Thinking

Client Care Marketing