

SHAWNDRAMORRIS

CUSTOMER SERVICE
SPECIALIST

3518 McComb Ave
Cheyenne WY 82001

Mobile: 360-461-7146
slmorris78@gmail.com

WORK EXPERIENCE

- Otter Products
Fort Collins CO
February 2022- current

Customer Service Representative - Remote

- Answer Inbound calls
- Assist customers with new purchases via phone, email, and chat
- Assist customers with new and existing warranty claims, new or existing orders, and new or existing returns via phone email, and chat
- Answer questions regarding products, orders, warranties, and returns via phone, email, and chat
- Diffused escalated customers
- Participated in chat pilot, bringing chat to the customer service department
- Worked email queues for North America, South America, and Europe.
- Prioritized tasks and projects to ensure timely completion.

- Olympic Medical Center,
Port Angeles WA
August 2011- September 2014

Applications Analyst

- Responsible for daily customer support with software issues. This includes identification of issue, resolution, referral (if needed), and follow-up within a health care enterprise environment.
- Participated in new software implementation including training, creating documentation, and procedures for the end-users and internally within the department.
- Prioritized tasks and projects to ensure timely completion.
- Responsible for coordinating electronic medical record access for the hospital, outside clinics and providers.

EDUCATION

IntelliTec Colleges
Grand Junction, CO
200-2002

Associate of Science - Medical Assistant