

CUSTOMER SERVICE REPRESENTATIVE

Summary

My favorite part of working is being able to interact with people. I love to provide Customer Service and provide the best experience with the company. My personal experiences have made me realize I like to make a call or a store visit more worthwhile for the customer. My purpose is to make what can be a boring or tedious task to be a better experience and make a happy and loyal customer. I mainly have worked in call centers and a little experience in sales and store customer service.

Highlights

- High customer service standards
- Computer skills in power point, word, autocadd, chief architect, word spreadsheet, some Excel, internet, and intranet.
- Dedicated to process improvement
- Conflict resolution proficiency
- Devoted to data integrity
- Troubleshooting skills
- Proficient with Microsoft Office Suite
- Bilingual in Spanish
- Proficient in reading and writing in Spanish
- Strong writing skills and comprehension in both English and Spanish

Accomplishments

Managed call flow with up to 200+ calls in queue per minute.

Exceeded corporate target for customer satisfaction for 2-3 months in a row several times.

Earned cash bonuses for Customer Satisfaction several times

Experience

Customer Service Representative Sep 2014 to Mar 2015

Company Name 1/4 City, State

- TMG is a call center where I attended customers with their Medicare RX plans and for Medicare Advantage Plans.
- Accomplished customer satisfaction with members regarding billing, advising on health and dental benefits, quoting benefits and enrollments.

Customer Service Representative Oct 2013 to Sep 2014

Company Name 1/4 City, State

- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes. Improved customer ratings.
- Sitel is a call center that is a third party outsourcing company that takes billing calls for USAA insurance company.
- My job was to answer billing inquiries for home and auto insurance.
- Successfully set up non payment cancellation arrangements, applied payments and resolved billing issues.

Customer Service Representative Aug 2011 to May 2013

Company Name 1/4 City, State

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Provided accurate and appropriate information in response to customer inquiries.
- Addressed customer service inquiries in a timely and accurate fashion.
- Developed effective relationships with all call center departments through clear communication.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Provided assistance to customers with online orders.
- Communicated any video rentals owed via the store portals when needed.
- Besides attending customers on phone, I also resolved issues to customer requests and assistance via emails sent in to company.
- Worked with management and corresponding departments related with complaints received from customers.

Customer Service Oct 2009 to May 2010

Company Name 1/4 City, State

- I worked for Headway Corporate on a contract (temporary) basis at AIG/WNL where I had the opportunity to speak to clients about their retirement plans and products like 401k's and annuities.
- Maintained up-to-date records at all times.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.

Agent Apr 2006 to Feb 2009

Company Name 1/4 City, State

- Represented Nationwide as a licensed Customer Service Agent
- Performed quotes and changes to auto and home insurance policies.
- Provided accurate and appropriate information in response to customer inquiries.

- Addressed customer service inquiries in a timely and accurate fashion.
- Maintained up-to-date records at all times.
- Properly directed inbound calls in phone queues to improve call flow.

Floor Sales Associate May 2004 to Oct 2005

Company Name 1/4 City , State

- Enhanced customer service by interacting with customers and pinpointing their search and needs on the product they were looking for.
- Boosted sales by offering other choices and taking advantage of the sale for the week.

Healthcare Provider Aug 1999 to Oct 2001

Company Name 1/4 City , State

- AHS is a company who cares for mentally and physically disabled adults.
- My job consisted of helping patients with their everyday activities, including transportation and medication administration.
- Observed and documented patient status and reported patient complaints to the case manager.
- Planned, prepared and served meals and snacks according to prescribed diets.

Healthcare Provider Jan 1999 to Aug 1999

Company Name 1/4 City , State

- Through Manna I cared for a mentally and physically disabled adult.
- I cared for only one because I was a long distance employee in El Paso, TX.
- Positioned client for comfort and to prevent skin pressure problems.
- Documented client records on daily flow sheets.
- Communicated to parents of client and to company.
- Cared for client at either parents home as well as transportation when needed.

Education

Associate of Arts , Interior Design 2004 Amarillo College 1/4 City , State , USA

Associate of Arts , Interior Design Border Institute of Technology Amarillo College 1/4 City , State Began Associates degree here but moved to Amarillo and continued and finished education in Amarillo

Interests

My interests are my family and enjoying my husband and children. I love history, arts and movies. We love to travel, sight seeing and visiting other family members.

Languages

I am fluent, reading, writing, and speaking both English and Spanish.

Skills

Excellent interpersonal skills

Compassionate and trustworthy

Detail-oriented

Time management

Professional and friendly

Telephone Skills

Active Learning

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Additional Information

I like to spend time with family and church family. I like to support school fund raisers and show appreciation for music and arts.