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Career Objective: Customer Service Representative

Summary of Qualifications:

A friendly, open, educated, conscientious, professional representative, who enjoys working with people, and solving problems; is comfortable spending considerable amounts of time with customers in person and over the phone; and has experience in both corporate and personnel customer service situations.

Professional Experience

Helped clients with the decision processes involved in generating new business and the service processes involved in retaining existing business when problems occur. Up to 8 hours daily on the phone prospecting for new business and servicing existing accounts. Preparation of personalized sales and service presentations with personnel delivery and presentation of said presentations when required. Assisted clients determine their needs and examine their concerns when they are looking for new services or their existing relationship with the company needs improvement.

Coordinated the preparation, packaging, delivery, confirmation of receipt, and when necessary correction, of up to 6000 pieces per project, paying special attention to those instances where unique customers concerns had to be met in a timely manner. Helped internal and external clients determine project specifications to meet the concerns of clients and customers. Worked with clients and customers to ensure that delivered products met their needs, were well understood and used correctly, and did not cause or exhibit problems.

Computer Specialties:

Extensive computer skills: including 27 vocational certifications and exams, and all of Microsoft Office at an extremely advanced level of expertise, with computer programming in a variety of languages. CIW Certified: Master CIW Designer, and Server Administrator.

Employment History:

Liberty Capital, Inc. Wilmington, OH 1999 – 2005. Applications Programmer II.

Source Consulting. Dayton, OH 1999. Consultant.

USA Financial Network, Inc. Dayton, OH 1994-1999. Senior Financial Analyst.

Community Involvements:

Volunteer @ Goodwill & Day-Vest. Condo AIA Board Member 8 years & Former V. P.

Education:

B. S. California State Polytechnic University at Pomona. Pomona, CA