allen washington

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**Skills**

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| --- | --- |
| * Report creation * Credit card payment processing * System implementation * Report generation * Quality control * Product organization * Project management abilities * Business development understanding * Technologically savvy * Schedule mastery | * Clerical support * Conflict mediation * Data evaluation * Process optimization * Office equipment proficiency * Inbound and Outbound Calling * Customer relations * Microsoft Office expertise * Call Center Operations * Senior leadership support |

**Experience**

Live Web Customer Service Representative (CHAT) 06/2019 to 07/2021

Afni Virtual, SC

* Online web chat associate
* Attracted potential customers by answering product and service questions, suggesting information about other products and service
* Opened customer accounts by recording account information
* Maintained customer records by updating account information
* Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Maintained financial accounts by processing customer adjustment
* Recommended potential products or services to management by collecting customer information and analyzing customer need
* Prepared product or service reports by collecting and analyzing customer information
* Contributed to team effort by accomplishing related results as needed

Virtual Customer Service Representative (CHAT) 10/2018 to 06/2019

Teleperformance Virtual, SC

* Sourced and managed customer retention database and online appointment booking system.
* Delivered step-by-step instructions to clients on navigating system and explained all self-service options.
* Maintained composure and patience in dealing with aggressive customers.
* Generated summaries on issues, refunds, and replacements, sending detailed updates to customers.
* Delivered personalized written support via email with instructions regarding products.
* Relayed customer feedback, highlighting improvement opportunities to future product, marketing, and customer support initiatives.
* Handled multiple tasks simultaneously, including talking with and listening to customers while accessing, reading, and inputting information into numerous applications.
* Assisted customers with questions regarding products and services, delivering exceptional experiences through responsive service.
* Asked probing questions to determine service needs and accurately input information into electronic systems.
* Tracked programs and provided services to improve consumer retention.
* Forwarded calls to management if outstanding issue required immediate resolution.
* Identified consumer needs, clarified information, and researched issues to provide alternative solutions.
* Seized opportunities to upsell new product offerings to current customers and coached team to upsell.
* Developed and implemented new and improved outbound calling processes and scripts, resulting in increased sales and caller engagement.

Virtual Customer Service Associate 07/2017 to 10/2018

Convergys Virtual, SC

* Speaking with existing DirecTV and AT&T customers regarding account and billing inquiries.
* Documented daily production levels, materials use and special incidents to keep management informed of all activities.
* Assisting customers with online account settings.
* Addressed employee and production issues to determine and implement optimal resolutions, preventing wasted resources and maintaining schedules.
* Provide world class customer service.
* Reviewed account and service histories to identify trends and unaddressed issues.
* Reviewed customer data to assess current issues and determine eligibility for potential solutions.
* Met and exceeded productivity targets by handling every interaction with good organizational and relationship- management abilities.
* Maintained customer loyalty by delivering fast, friendly, and knowledgeable service for routine questions and service complaints\.
* Maintained revenue streams by exhausting every option before offering refunds on escalated calls.
* Kept customer account information current and accurate by preparing, completing, and processing forms and database changes.

**Education and Training**

High School Diploma **1998**

Holly Hill Roberts High School