

Customer Service Clerk

Qualified Customer Service Representative with 3+ years of experience in fast-paced call center environments. Possessing the skills and abilities to consistently deliver personable and professional high-quality customer care. Recipient of multiple positive reviews, acknowledging a dedication to excellent customer service and team collaboration.

Skills & Abilities

Communication Skills	MS Word/Excel	Scheduler/Dispatcher
Multi-Line Phones	Order Processing	POS Systems
Accounts Receivable	Account Management	Office Clerical Skills
Billing Inquiries	Data Entry	Type 40 WPM

Experience

Customer Service Rep. | Aerotek | Sacramento, CA

08/2021 - 02/2022

- Provided services for customers' regarding information for medical eligibility
- Reconnected customer to other health care options and services
- Assisted customer with barriers, such as homelessness and provided resources
- Linked customer with healthcare providers and services
- Assisted customers' in making phone calls for doctors' appointments and, referrals obtaining ID cards

Technical Support Dispatcher | Transcomos | Sacramento, CA

04/2018 - 01/2019

- Helped with trailer tracking, log in/navigation and phone calls with customers
- Answered customer calls and assisted with problem solving and inquiries
- Provided customers with support regarding parts and equipment shipping while following guidelines
- Conferred with customers or supervising personnel to address questions, problems, or requests for service or equipment

Customer Service Rep. | Advanced Call Center Technology | Sacramento, CA

07/2013 - 06/2016

- Answered an average of 20 calls per day while staying organized and friendly
 - Addressed customer inquiries, solved problems, and provided information
 - Assisted customers with services such as TV, Internet, Home Phone, Cellular, and other devices
 - Dispatched Field Technicians to initiate services in open and/or rural areas as needed
 - Described products and services to customers and explained details and care of merchandise
 - Provided an elevated customer experience to promote loyal clientele and customer retention
 - Responded to questions regarding products with up-to-date sales and promotions information
 - Developed a reputation as an efficient service provider with a high level of knowledge
 - Helped drive sales goals to consistently achieve and exceed monthly quotas
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Education

High School Diploma | Valley High School | Sacramento, CA

Graduated