**Jaymee Crouch**

Chicago, IL 60620

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1 773 425 1691

**Experience**

Enova International - Chicago, IL

December 2021 to May 2022

*Customer Service Representative*

* Answer inbound calls
* Check customer loan eligibility
* Confirm and review customer personal information
* Educate customers on products and procedures
* Customer Service Representative

S&P Data - Chicago, IL

January 2021 to March 2021

*Receptionist*

* answer inbound calls
* take orders online
* used customer service management system
* handled credit card payments
* answer FAQ's and inquiries
* performed call transfers and conferences type 40 WPM

MAP Communications - Chicago, IL

June 2020 to November 2020

*Customer Service Representative*

* answer inbound calls
* take orders online
* used customer service management system
* handled credit card payments
* answer FAQ's and inquiries

121 Tribune 365, LLC - Chicago, IL

August 2017 to April 2020

*Inbound Advertising Representative*

* answer inbound call and email inquiries
* place legal ads in classifieds
* process Credit Card and E-Check Payments
* trained new legal reps
* assisted in enhancing business processes

Dart Container - Chicago, IL

October 2016 to May 2017

*Inspector/Packer*

* Inspect products
* Pack products
* General housekeeping
* Training co-workers

Randstad/Maximus - Chicago, IL

November 2015 to July 2016

*Client Enrollment Representative*

* Answer inbound client calls
* Enroll client in medical plan
* Educate client on plan options
* Handle personal medical information

Robert Half/US Bank Syncada - Naperville, IL

December 2014 to June 2015

*Accounts Payable Clerk*

* Answer inbound customer calls and emails
* Process invoices for payment
* Verify BOL and shipping information correct
* Update client data in computer system

Xerox/US Cellular - Bolingbrook, IL

December 2013 to August 2014

*Telesales Specialist*

* Answer inbound customer calls
* Process credit card payments on client accounts
* Product sales and promotion
* Customer service and support

Tilted Kilt - Schaumburg, IL

December 2011 to March 2013

*Waitress*

* Enter customer food and beverage orders into POS system
* Cash handling
* Deliver food and beverage items to customers

**Education**

Neuqua Valley High School - Naperville, IL

August 2004 to May 2008

Diploma in General Studies