

---

# JOELL REED

---

---

Henderson, NV 89052 ♦ (702)300-1918 ♦ joellreed.17@yahoo.com

---

## PROFESSIONAL SUMMARY

---

Diligent and personable customer service associate seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.

---

## ACCOMPLISHMENTS

---

- Achieved 100% contract goal with IRS through effectively helping with quality assurance calls.
- Compliments from customers

---

## SKILLS

---

**Detail Oriented**

**Customer Service**

**Time Management**

**Problem Solving**

**Communication**

**Critical Thinking**

**Team Player**

**Data Entry**

**Independent worker**

**Document Preparation**

**Proofreading**

**Order Processing**

**Meticulous attention to detail**

---

## WORK HISTORY

---

**IRS Contract Data Entry** , 12/2023 - 04/2024

**NTI, Inc.** – Westwood, MA

- Answer inbound calls.
- Order tax forms for mailing
- Answer general questions regarding refunds, business accounts and transcripts.
- Advise inbound callers of other departments to contact with the correct information.
- Use of CRM system

- Use of OneTeam
- Use of VPN
- Use of Avaya phone system

**Work Assessment, 07/2022 - 08/2022**

**Opportunity Village**

- Updating Call System Log, Helped Create New Client Folders, Made Outgoing Reference Calls, Cleaning Inside/Outside of the Office

**Customer Service, 04/2007 - 04/2008**

**Senior Dimensions**

- Managed Clients, Answered Phone Calls, Completed Online Tasks/Reports

**Supervisor, 01/1996 - 04/2005**

**Paid Prescriptions**

- Managed a Team of 15-20 People, Quality Phone Call Checks, Oversee Employee's Performance, Managed Payroll, Managed Escalated Calls

---

EDUCATION

**High School Diploma: 01/1986**

**San Marcos High School - San Marcos, CA**

---

REFERENCES

- Catherine Theisen, NTI Lead, (617) 787-4426
- Kay Black, Customer Service Agent, (702) 504-4524
- Sara Bilik, Therapist, (702)308-4807