

Randi Phillips

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Engaging Customer Service Representative with 25+ years of combined experience in fast-paced call center environment. Skilled at training facilitation, quality assurance management, operations management and providing positive customer interface that drive revenue, increase customer loyalty, and improve processes.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Tier 1 Customer Service Representative

Notarize - Boston, MA

April 2022 to July 2022

- Conducted customer service surveys
- Managed customer accounts
- Resolved customer issues
- Worked in the inbound call center

Call Center Supervisor

NTI Work @Home - Boston, MA

October 2019 to April 2022

- Monitored call quality and key performance indicators for a team of 12 in a virtual customer service center
- Trained agents on FAQ questions for biopharmaceutical company medication changes
- Resolved timecard issues and submitted info for payroll
- Provided feedback and uptraining for performance of agents on third party project
- Provided client reporting to Project manager daily

Work At Home Customer Service Representative

Arise Virtual Solutions

February 2017 to May 2019

- Handle inbound calls, answering customer inquiries and resolving issues for several third-party clients..
- Created orders for customers via live chat service, telephone and email. Accepted credit card payments for customers and provide survey options for feedback on a satisfaction scale.

Corporate Trainer

VXI Global Solutions - Canton, OH

October 2011 to March 2014

- Facilitate new hire Technical support classes for AT&T Mobility client.
- Assisted with supplemental trainings for tenured agents and new hires

- Coordinate phone time for trainees, perform daily, weekly, and monthly administrative tasks, and report weekly attrition data
- Perform quality coaching for trainees as well as lower performing agents on production floor.
- Handled 100+ calls per month as continuing education requirement

Customer Service Representative

AT&T Mobility - Boardman, OH
January 2008 to October 2009

- Research and solve basic and complex customer concerns regarding billing issues, new account setup, data entry, cancellation of service
- Making sales by up selling of new products for wireless service for AT&T Mobility
- Specialized in handling irate callers and following quality assurance measurements throughout a call flow.

Training and Process Improvement Manager

Universal Syndications - Canton, OH
March 2007 to January 2008

- Coach, motivate, train, develop and guide employee performance via observations, metrics analysis, in-class training and feedback.
- Strong knowledge of customer systems, products/services and leadership skills to oversee and guide employees to meet performance and call center goals.
- Performed qualifying assessments and interviews for new hire call center sales and customer service hiring.

Performance Assessment Supervisor

West Corp - Niles, OH
April 2004 to March 2007

- Operations Trainer- Oct '04 - Apr '06
- Supervise and developing assigned performance assessment employees
- Ensuring the needs of the client are exceeded through consistency and effectiveness of call evaluation and coaching methods
- Evaluate department and line group efficiencies and procedures while supporting and ensuring adherence to company policies and procedures.
- Facilitate new hire CSR classes for the Cingular client (NE, SE, and W Regions) and TSR classes for the Echostar Client.
- Assist with supplemental trainings, coordinate phone time for trainees, perform daily, weekly, and monthly administrative tasks
- Acted as point of contact for training manager, report Cingular and Echostar weekly attrition data, attend Site and client meetings as liaison for training manager
- developed and implemented production schedule tracking, utilized by operations managers and quality assurance, to identify the number of agents completing training classes and transitioning to the production floor.

Customer Service Representative/Technical Repair Specialist

MCI -Niles - OH
July 2003 to June 2004

- Research and solve basic and complex customer concerns regarding billing issues, new account setup, data entry, cancellation of service
- Provided sales offers of new products.

Program Supervisor Christian Fundraising Division

Infocision Management Corp - Austintown, OH

September 2002 to May 2003

Communicator

May 2002 to September 2002

- Operated as entry level member of the management team in outbound call center.
- Monitoring various third-party client programs, analyzing program statistics and results in written reports to call center manager
- Conducting script training for new programs, monitoring, communicator calls for quality control, addressing customer complaints, and
- Oversee a team of 12-16 communicators by conducting weekly team meetings, handling disciplinary problems concerning quality, performance and attendance, and individual monitoring. company departments to meet the needs of the clients utilizing our services.
- Operator on automated dialer system, receiving inbound and making outbound calls.
- Other duties including handling any customer service issues as they arise for customers.

Account Manager

ExTerra Credit Recovery - Youngstown, OH

July 2000 to May 2002

- Collection of charged off credit card debt via telephone for a third-party collection agency.
- Responsibilities include maintaining accurate account records, collecting payments through various methods, updating correct client information and negotiating payment arrangements and settlements.
- Utilized skip tracing tools verifying property information and reporting to credit bureaus.
- Use of dialer system database management and internet tools required.

Education

Bachelor of Science in Communications Media

Indiana University of Pennsylvania

August 1998

Skills

- Proficient with Microsoft Office programs
- Complaint resolution
- Service-based selling
- Coaching and development strengths
- Human resources skills such as interviewing, hiring, assessments and new hire paperwork
- Proficient knowledge of Avaya and other phone systems
- Live Chat
- Operations Management

- Telemarketing
- Fundraising
- Project Management
- Technical Support
- Process Improvement
- CRM Software
- Upselling
- Quality Assurance
- Negotiation
- Research
- Management
- Microsoft Powerpoint
- Leadership
- Communication skills
- Microsoft Excel
- Microsoft Office
- Microsoft Word
- Customer service
- Windows
- Supervising experience
- Zendesk