Denise Wilkinson

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**SUMMARY**

Dedicated professional with over 20 years of diverse administrative experience seeking a part-time, remote position. Skilled in customer service, office management and multi-line phone systems from various roles including home-based customer service agent and legal assistant. Strong background in client relations, problem-solving, multi-tasking and administrative support, adept at maintaining high levels of customer satisfaction.

**WORK EXPERIENCE**

**Home-Based Customer Service Agent** May,2020 - Sept. 2021

LiveOps - Scottsdale, Arizona

* Provided customer service for consumers of Bath and Body Works educating customers on product ingredients and benefits.
* Answered incoming calls in a fast-paced environment.
* Processed orders, product returns and exchanges for body care products utilizing multiple screens and applications.

**Home-Based Customer Service Agent**  May, 2012 - October, 2015

NTI - Boston, MA

* Provided customer service for consumers of Meijer, Inc. including product price and availability in a fast-paced, in-bound call center environment utilizing multiple screens and applications.
* Supported customers with their Mperks account, a store savings program, utilizing my active listening and problem solving skills to achieve customer satisfaction.

**Executive Legal Assistant** January 2001 - May 2004

The Coca-Cola Company - Atlanta, Georgia

* Provided paralegal support for two senior patent attorneys.
* Filed patents for beverage machines and packaging.
* Accepted and reviewed consumer Non-Disclosure Agreements.
* Maintained all patent files as well as performing paralegal duties.
* Received patent paralegal training in Washington, D.C.

**Project Coordinator** March 1997, January 2001

Murrell Design Group - Atlanta, Georgia

* Copywriter and proofreader for website projects and ad campaigns, The Coca-Cola Company being one of our largest clients.
* Liaison between clients, design firm and vendors.
* Scouted site locations for photo sessions and advertising jobs.
* Performed all office managerial duties including payroll, banking and client billing.
* Provided all administrative support for President and CEO.

**Senior Executive Administrative Assistant** Feb. 1992 - March, 1997

COMPASS Management and Leasing - Atlanta, Georgia

* Provided administrative support to President and one Senior Vice President.
* Created desktop publishing documents, spreadsheets and graphs for marketing presentations and proposals to national clients.
* Coordinated facts from eleven regions and published quarterly newsletter and quarterly reports.
* Planned, coordinated and implemented annual National Leasing Conferences.

**Legal Secretary**  Jan. 1990 - February 1992

Thompson & Slagle, PC - Atlanta, Georgia

* Provided administrative support for three demanding associates in a busy construction litigation firm.
* Full-time switchboard operator.

**Legal Secretary** Jan. 1988 - Jan. 1990

Swift, Currie, McGhee & Hiers - Atlanta, Georgia

* Provided administrative support to one senior partner and three labor law litigation associates.

**Education and Additional Experience**

NTI remote call center certification November, 2021

LiveOPS remote call center certification May, 2020

National Louis University BS program 2003 - 2004

Dekalb College Journalism program 1994

Emory University Hospital Nephrology secretary 1984

Medical Terminology Dekalb Hospital 1981

Dekalb Hospital ER unit secretary 1977 - 1979