

Resume 598

OBJECTIVE:

Highly-motivated, dependable, and well-organized professional looking to secure a position with your company, as a *Customer Service Representative, Supervisor, or Other Position Deemed Applicable* by utilizing my knowledge, skills, and experience

SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience delivering uncompromising highest standards of customer service in the hospitality, sales, and collection industries; Determining needs and requirements, assisting with product/service selections and requests, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction.
- Proficient in workforce development, supervising up to 20 employees, including training, scheduling, delegating work orders, cash and inventory control, setting sales quotas, monitoring all work activities and interactions with customers, conducted performance evaluations, and implemented disciplinary measures
- Establishes rapport quickly with a diverse customer population, developing strong, long-lasting business relationships fostering repeat business transactions
- HIPPA trained and certified.
- Operates cash registers, credit card machines, POS systems, copiers, fax machines, and more
- Knowledgeable with Computers; Windows, MS Office, data entry, Internet research, and email and background tracing software programs.
- Strong written and verbal communications, problem-solving and negotiating skills while consistently exceeding sales targets and goals.
- Multi-tasks effectively, learns new systems quickly, and completes all projects on time or ahead of schedule.
- Works well independently or collaboratively in a team environment.

EXPERIENCE:

11/19 – 03/20 ***Outsourcing/Customer Service Representative/Collections***

Commercial Collection Corporation of WNY, Niagara Falls, NY

- Responsible for collecting on delinquent accounts to include Google Cloud storage and Good Adwords accounts.
- Review past due accounts and communicate with customers with personal login information to promote payments on past due accounts.
- Complete over 100 plus outbound calls per day providing outstanding customer service while performing a service to retrieve on unpaid accounts.
- Manage accounts payable and receivables of customer accounts, making changes and updates once payments are processed.
- Assist in the collection of payment from hospitals and various medical facilities for special medical equipment.

02/17 – 07/20 ***Credit Assistant Manage/ Customer Account Representative***

Rent-A-Center, Niagara Falls, NY

- Assisting manager in training, scheduling, daily operations, and overseeing store employees
- Review past due accounts and communicate with customers to promote timely payments
- Maintain records of customer account activities to include current and past due accounts
- Greet and assist customers on sales floor, and obtain new rental orders on floor or over phone
- Prospect new business by telemarketing and distribution of print materials.
- Responsible for the safe operation of company van and box trucks; transferring and picking up merchandise.

10/13 – 9/16 ***Debt Recovery Specialist***

ADR Arbitrations, Niagara Falls, NY

- Made up to 200 outbound calls daily
- Collected on delinquent Master Card/Visa and payday loans
- Coordinated and followed-up on prepayment strategies, collecting up to \$12K monthly

2/10 – 10/13 ***Sales Floor Supervisor / Sales Rep.***

Readers Direct, Niagara Falls, NY

- Worked with sales executives to take control of sales sale and secure payment by credit card
- Oversaw up to 25 sales reps, setting sales goals, training, and monitored their progress
- Responsible for outbound calls to customers and secured renewals and new sales of magazines
- Consistently exceeded sales quotas by up to 130%

10/08 – 1/10

Dietary Supervisor

Niagara Rehab. Nursing Center, Niagara Falls, NY

- Responsible for managing operations of the dietary department, up to 160 residents and 10 employees
- Trained, scheduled and supervised employees as needed
- Prepared specialized meals for diabetic patients and individuals requiring pureed foods
- Collaborated with cooks to have breakfasts, lunches, and dinners served in a timely fashion
- Did inventory control regularly and placed orders with vendors to replenish stock
- Insured that all health regulations and requirements were met at all times

EDUCATION & CERTIFICATIONS:

Diploma

East High School, Rochester, NY

HIPPA Certified