

## Objective

Very proactive and organized offering 4+ years of hands-on experience in providing high-quality managerial support, inventory management customer care, bookkeeping, administrative, and general office skills which would contribute to the utmost efficiency and productivity of an organization.

## Skills

Office 2000, Windows 98, 2000, Sabre, Quik-Res, Internet Explorer, Argus, CIS Customer System Information. Equator, Salesforce.

## Work Experience

### Customer Agent

**ABC Corporation** - August 2002 – July 2005

- Responsible for providing and maintaining effective customer service efficiently and accurately.
- Interacting with coworkers, internal and external management, and stations.
- Providing information and resolving related issues.
- Facilitate the movement of freight and associated paperwork that requires special handling.
- Read, decode, and decipher freight coding in order to expedite freight movement and tracking process.
- Answering customer questions pertaining to customs paperwork, transit times for domestic and international shipments.
- Processed long distance calls with a variety of billing options.

### Customer Agent

**Delta Corporation** - 2001 – 2002

- Processed long distance calls with a variety of billing options Performed Agent in charge duties during absence of management Completed training in .
- Online chat center, handling customers needs and finding the best resolution to make them leave happy.
- Talk as satisfy customers need direct them in the services they need Accomplishments A great impact happiness Skills Used Computer skills , good .
- Was responsible for assisting customers with collect, calling card, and other types of long distance calls for Sprint and companies contracted by .
- Cash checks, determine if customer qualifies for various types of loans, cash handling, ensuring in store cash is adequate for projected business, .
- Customer service, registration renewal and issuance, license issuance and renewals, vehicle titling, vin inspections, collections for citations, .
- Address client inquiries in a timely and accurate manner Thoroughly verify all information is collected to place the call Ensure to maintain and .

## Education

Bachelor Of Science In Business Management - April 2009(University Of Phoenix)