Customer Service Support 3

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Objective

Customer Service Support 3 with over 11 years of experience in Customer Service and IT Systems Support. Self-directed, confident professional with effective troubleshooting, customer relations, interpersonal, and leadership skills. Technical knowledge in network management tasks, including user and security administration, file/directory access, and remote access service, experience with TCP/IP and NetBIOS protocols.

Skills

Customer Service, Retail Sales, Office Administration, Accounts Payable, Account Reconciliation, Communications, Microsoft Office, Data Entry

Work Experience

Customer Service Support 3

Adecco Employment Services /Philips Healthcare - July 2014 – Present

- The first point of contact for customers focused on delivering world-class customer service.
- Responding to customers quickly and efficiently to ensure they receive the correct level of service based on their entitlement.
- Triaged calls by directing customers to the correct technical or clinical resource who can assist them in getting their issues resolved as quickly as possible.
- Preparing the engineers for the installation of hospital equipment and dispatched field service engineers for facility support.
- Providing a high level of customer service via telephone to internal and external customers and takes a proactive role in personally owning the customer support experience.
- Seeking to improve customer satisfaction, providing clarification of customer requests and/ or problems.
- Providing an initial response for tier 2 technical support, parts ID, and clinical support teams.

Customer Service Support

ABC Corp - November 2007 – July 2014

- Responsible for verification of, and correct documentation relating to external customers request for service.
- Understood the relationship between individual performance and customer expectations/SLAs.
- Demonstrates exceptional soft skills in all customer dealings and conveys a positive attitude.
- Proactive observation of service processes resulting in enhanced customer experience.
- Acted as a liaison between the branch and the customer in order to achieve the highest level of customer satisfaction.
- Answered inbound calls and also responded to customers emails and surveys.
- Achieved quality standards as outlined in the quality assessment form.

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Education

Bachelor Of Science in Secondary Education - English - 2005 (Temple University - Philadelphia, PA)

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