Customer service representative/ telecommunications



Lorenda Wallace Baltimore, MD



Job Preferences:

Desired job title: Customer service representative/ telecommunications

Administrative, Customer Service, Accounts Receivable/Payable, Billing, Procurement Desired occupation:

Employment type: Full time

Active job seeker Career status:

Available to start: 02/2021



Education:

09/1982 - 06/1985

Walbrook Senior High High School Diploma



Work Experience:

06/2019 - Present

Customer Service Experience Associate / Payments processer

Condudent **Customer Service**

Responsibilities

- * Executes routine inbound and outbound call center activities regarding the company's products and services
- * Utilizing a standard script and guidelines to meet service level agreements
- * Answer calls to determine whether it can be handled within the department
- * Address customers questions and concerns by routing calls to the appropriate department
- * Provides follow up support to customers to confirm resolutions
- * Provides customer with appropriate standard information requested.
- * Transfer customers information into the company's database
- * Completing daily payment processing reports and calculations

02/2015 - Present

Office Manager/Administrative Assistant

Kings Motor Auto Sales

Administrative, Office manager, Management/Manager, Office

Responsibilities

- * Generated positive customer relationships by maintaining accurate account records and providing excellent customer service
- * Ensured efficient and accurate handling and the resolution of account problems
- * Promptly and efficiently answered multi-line phones and direct customers to the proper department
- * Followed-up on Customer inquiries in a timely manner.
- * Engaged customers and adhered to their needs
- * Provided knowledge of the current inventory, warranty status and cost of vehicle makes and models.
- * Communicated efficiently both in-person and over the phone to ensure the Customers' needs are met.
- * Completed steps of sales (Test drive, submitting finance and warranty documentation)

05/2010 - 01/2015

Personal Care Aide

Private Client Resources LLC

Responsibilities

- * Preformed personal care activities that assisted the Client with daily living
- * Performed client's specific activities which were taught to me on a case by case scenario
- * Maintained client's rights and confidentiality
- * Arranged appointments and accompanied Client to various locations

01/2007 - 05/2012

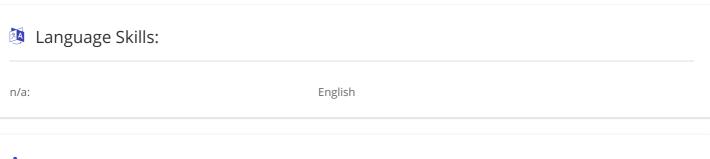
Customer Service Representative

Global Payments

Customer Service, Customer service representative

Responsibilities

- * Trained and advised new Merchants on how to effectively us their online terminals
- * Performed day to day financial transactions including verifying, classifying, computing, posting, and recording accounts receivable data
- * Confirmed discrepancies and resolved client's billing issues
- * Adhered to Policies, procedures and regulations put in place by Management



Skills:

n/a:

script, DATABASE, customer quality skills, Driven