

Customer service representative/ telecommunications



Lorenda Wallace

Baltimore, MD

Job Preferences:

Desired job title:	Customer service representative/ telecommunications
Desired occupation:	Administrative, Customer Service, Accounts Receivable/Payable, Billing, Procurement
Employment type:	Full time
Career status:	Active job seeker
Available to start:	02/2021

Education:

09/1982 – 06/1985	Walbrook Senior High High School Diploma
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Work Experience:

06/2019 – Present	<p>Customer Service Experience Associate / Payments processor</p> <p>Conduent Customer Service</p> <p>Responsibilities</p> <ul style="list-style-type: none">* 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 use 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

Language Skills:

n/a: English

Skills:

n/a: script, DATABASE, customer quality skills, Driven