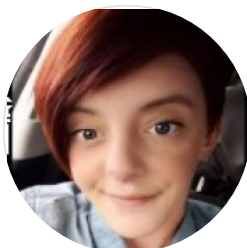


Customer Service Representative



Kathryn Ptak

Knoxville, TN

Job Preferences:

Desired job title:	Customer Service Representative
Desired occupation:	Customer Service
Employment type:	Full time
Career status:	Active job seeker
Available to start:	10/2019

Education:

08/2011 – 11/2011	Tennessee Technology Center - Knoxville, TN CNA License in Nursing
08/1997 – 06/2001	Brick Memorial High School - Township of Brick, NJ College Prep

Work Experience:

10/2017 – 09/2019	Customer Service Representative U.S. Cellular Customer Service <ul style="list-style-type: none">* Assisted with sales of products, services and devices.* Tier 1 technical support.* Assisted with customer concerns.* Directed calls to appropriate departments or teams.* Explained products and benefits
11/2015 – 10/2017	Customer Service Representative Sitel Customer Service <ul style="list-style-type: none">* Managed peoples bank accounts (Citizend bank)

- * Responded to fraud concerns.
- * Responded to customer complaints/concerns.
- * Explained policies and procedures.

12/2010 – 03/2012

Certified Nursing Assistant
QUALITY PRIVATE DUTY CARE

- * Assisted patients with basic care.
- * Monitored patients vitals and condition.
- * Kept on depth medical records on each patient.
- * Provided comfort measures.
- * Communicated with loved ones concerning patients condition.

02/2010 – 12/2010

Customer Service Representative
Jewelry Television
Customer Service

- * Processed orders
- * Addressed customer concerns
- * Insured customer satisfaction with products.

 Language Skills:

n/a: English

 Skills:

n/a: Word, Excel, Outlook, performance-focused, analytical, Goal-driven, Multifaceted
