

Allie Ludowissi

Milwaukee, WI

Email: anigbur96@gmail.com Phone: (262) 894-4421

LinkedIn: <http://www.linkedin.com/in/allie-ludowissi>

Customer Success Specialist

Customer Service
Project Management
Analytics

Marketing
Verbal & Digital Communication
System Administration

Degrees: BS, Psychology, Carroll University (2012)

BS, Biology, Carroll University (2012)

Technologies: Microsoft Excel, Microsoft Outlook, OnContact CRM, Sharepoint, iSpring

Industries: Finance, Banking, Healthcare, Complex Rehab, Veterinary

WORK HISTORY

Implementation/ Conversion Analyst, FIS, Milwaukee, WI

(2018-2018)

- Educate and guide 50+ customers through network platform conversion project through all phases of customer interactions including kick-off, onboarding, and bi-weekly customer updates.
- Utilize project management technology to accurately create project artifacts and documents including Sharepoint, Microsoft Office, and Planview.
- Act as client advocate internally and coordinate with other Scrum teams to implement client systems, complete projects and address ongoing service needs.
- Assist in defining priority, tracking, and managing issue resolution

Senior Customer Service Representative, Diversatek, Milwaukee, WI

(2016-2018)

- Conducted product demonstrations both internally and externally resulting in signing on a customer estimated to bring in \$500,000 in sales a year.
- Proactively managed the full client lifecycle process for 64 customer accounts with an additional 8 key accounts while maintaining customer service responsibilities.
- Implemented and trained employees and customers on new company website.
- Created training program on 3 top product categories that I used to train sales, production and new employees.

Customer Service Representative, Diversatek, Milwaukee, WI

(2014-2016)

- Created and analyzed 3 daily and 6 monthly sales KPI reports through Microsoft Excel.
- Built relationships with the only 4 international customers from Argentina, Europe, Australia and New Zealand, resulting in a \$1500/ month sales increase.
- Reactively handled an average of 75 incoming calls, 200 emails and 15 website chat requests a day in regards to quote and order requests, product questions, website technical questions and custom product development.
- Oversaw customer service department by creating and implementing policies and procedures as it relates to data entry, customer complaints, and order issues.

Customer Service Representative, Wisconsin Veterinary Referral Center, Waukesha, WI (2011-2012)

- Managed a team of 3 employees through the implementation process of WVRC policies and procedures after company location acquisition.
- Worked to understand, empathize, and act on customer needs while always keeping customer experience as primary focus.
- Maintained a high level of organization and attention to detail in order to effectively be able to communicate important information across multiple teams and departments.

EDUCATION

BS, Biology/ Psychology, Carroll University, Waukesha, WI

- Founded student organization, Carroll Students for Animal Welfare in 2010.
- President for Carroll Students for Animal Welfare from 2010-2012
- Participated in the New Cultural Experience Program and travelled to Australia and New Zealand for a total of 6 weeks.

ADDITIONAL EXPERIENCE

➤ **Certifications**

- **Customer Success Management**, Level 1, Success Coaching **(2018-Present)**
- **Scrum: The Basics**, LinkedIn **(2018-Present)**

➤ **Unrelated Work Experience**

- **Fundamentals of Supervision and Management**, Gale Courses **(2018)**