

TWANESHA BARR

CUSTOMER SERVICE PROFESSIONAL

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Summary Statement

Highly skilled and dedicated professional with a proven track record in customer service, healthcare customer service, and technical support. Offering exceptional communication, problem-solving, and interpersonal skills to deliver outstanding customer experiences. Demonstrated ability to handle complex inquiries, troubleshoot technical issues, and provide accurate information in a fast-paced and dynamic environment. Committed to ensuring customer satisfaction, resolving concerns efficiently, and exceeding performance targets. Adept at utilizing various software systems and platforms to provide comprehensive support. Seeking to leverage my diverse expertise to contribute to a progressive organization's success in delivering exceptional customer service and technical assistance.

Work Experience

CUSTOMER SERVICE REPRESENTATIVE

08/2022-09/2023

MCI , Remote, Work@Home

- Handled incoming customer calls in a high-volume call center environment, providing exceptional customer service and addressing inquiries, concerns, and complaints. Utilized active listening skills to understand customer needs and provide appropriate solutions, ensuring customer satisfaction. Entered accurate and detailed customer information into the computer system, updating customer accounts and maintaining proper documentation of interactions. Handled customer escalations and diffused challenging situations, maintaining professionalism and composure.

HEALTHCARE CUSTOMER SERVICE REPRESENTATIVE

05/2018-07/2022

Walgreens , Remote, Work@Home

- Assisted healthcare customers in a professional and empathetic manner, addressing their inquiries, concerns, and requests promptly and effectively. Provided accurate and detailed information regarding healthcare plans, coverage, benefits, and claims processes to ensure customers understanding and satisfaction. Resolved customer issues and complaints by actively listening, identifying root causes, and implementing appropriate solutions to meet their needs. Collaborated with healthcare providers, insurance companies, and internal departments to facilitate smooth and timely resolution of customer inquiries and issues.

TECHNICAL SUPPORT REPRESENTATIVE

02/2017-04/2018

AT&T, Remote, Work@Home

- Provided technical support to AT&T customers via phone, chat, or email, assisting with troubleshooting, resolving technical issues, and answering inquiries. Demonstrated expertise in AT&T products and services, including internet, TV, and phone systems, to effectively diagnose and resolve customer problems. Utilized remote access tools and diagnostic software to troubleshoot technical

issues, identify root causes, and implement appropriate solutions. Assisted customers with setting up and configuring their AT&T devices, routers, and modems, ensuring optimal connectivity and performance.

CUSTOMER SERVICE REPRESENTATIVE

08/2015-12/2016

Ensemble , Remote, Work@Home

- Handled incoming customer calls in a high-volume call center environment, providing exceptional customer service and addressing inquiries, concerns, and complaints. Utilized active listening skills to understand customer needs and provide appropriate solutions, ensuring customer satisfaction. Entered accurate and detailed customer information into the computer system, updating customer accounts and maintaining proper documentation of interactions. Handled customer escalations and diffused challenging situations, maintaining professionalism and composure.

Education

HIGH SCHOOL DIPLOMA

Skills

- Leadership
- Analytical & Critical Thinking
- Data Entry & Maintenance
- Multitasking Abilities
- Typing 80 WPM
- Telephone Etiquette
- Verbal & Written Communication Skills
- Issue & Complaint Resolution
- Billing & Sales Support
- Technical Support

Summary Of Qualifications

- Excellent verbal and written communication skills
- Ability to handle high-stress situations with patience and professionalism
- Proficient in customer relationship management (CRM) software