|  |  |
| --- | --- |
| **Work Experience**  **Customer Service Representative**  **Cartwright, Kansas City, MO**  **May 2022 - December 2022**  Compiled records of charges for services rendered or goods sold, calculated and recorded amounts of these services and goods.  Prepared invoices for customers and insurance providers while ensuring they received applicable discounts, special rates, or credit terms.  Coordinated household goods moving for military personnel and scheduled move-in dates.  **Customer Service Representative - Fraud**  **Bank of America, Kansas City, MO**  **January 2022 - May 2022**  Inputted information regarding fraud cases and worked on resolving or further investigating cases.  Conducted reviews of flagged transactions that showed potential suspicious activity.  Reviewed customer profiles for any fraudulent activity.  **Customer Service Representative**  **Pearl Interactive Network, Kansas City, MO**  **January 2020 - December 2021**  Performed tasks to ensure service level requirements were met.  Assumed leadership responsibility for departmental tasks and call center activities as required.  Identified trends or issues within the call center based on key performance indicators and suggested process improvements and enhancements.  **Customer Service Representative**  **The Result Company, Kansas City, MO**  **May 2020 - September 2020**  Executed financial transactions according to bank policies and procedures.  Responded to customer inquiries, providing information on bank accounts, policies, products, and services.  Assessed customer needs and suggested products and services accordingly.  Researched and resolved service-related problems.  **Retail Sales Associate**  **Finish Line, Kansas City, MO**  **December 2018 - July 2020**  Communicated with customers regarding orders, comments, and complaints.  Accepted cash, debit card, or credit card payments from customers and made change as necessary.  Assisted customers in finding the right product.  Greeted customers on arrival and addressed their questions about products.  **Customer Service Representative**  **EXL Roadside Assistance, Lee Summit, MO**  **May 2018 - July 2018**  Received inbound calls and dispatched roadside assistance for Allstate Insurance customers.  Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.  **Collections Specialist**  **Centrix Payday Loan, Lenexa, KS**  **July 2019 - November 2019**  Analyzed loan agreements for completeness and accuracy according to company policy.  Followed up on leads from customer inquiries online or through customer service.  Managed servicing and collections activities.  Educated customers on loan terms and conditions to ensure understanding.  **Team Member**  **Arby's Fast Food, Topeka, KS**  **October 2017 - January 2018**  Communicated with customers regarding orders, comments, and complaints.  Accepted cash, debit card, or credit card payments from customers and made change as necessary.  Cleaned and organized eating, service, and kitchen areas.  Monitored and ordered supplies or food items and restocked as necessary. | **Education**  High school diploma or GED Washburn Rural High School Kansas City, KS  **Skills**  Customer Service  Collections  Data Entry  Call Center  Communication skills  Organization skills  Analytical  Problem-solving  Time Management  Computer Skills  Persistence  Compliance Knowledge |