

# JESSICA STEVENSON

E: jessicastevenson088@gmail.com

P: 478-456-5804

A: Milledgeville, GA 31061

## PROFESSIONAL SUMMARY

I'm a confident and highly persuasive customer service professional with experience in an immerse office and reception domain. Rapidly comprehend and learn procedures pertinent to intramural operations. Skills have incessantly impressed employers which has yielded fast track promotions and many companywide accolades. I am extremely thorough with data examination and presentation. I am very keen at maintaining confidential information and coordinating high quality records in an obligatory style and format.

## WORK HISTORY

### **American Express, AMEX - Customer Care Professional DGT**

09/2022 - 01/2024

- Help large volume of customers every day with positive attitude and focus on customer satisfaction.
- Respond to customer needs through competent customer service and prompt problem-solving.
- Address customer complaints and mitigated dissatisfaction by employing timely and on-point solutions.
- Educate clients on account services and resolved client inquiries regarding statement information and account balances.
- Review reports and individual transactions which appeared suspicious to uncover possible fraudulent activity.
- Offer friendly and efficient service to customers, handled challenging situations with ease.
- Develop and maintained courteous and effective working relationships.
- Data entry of information to make dispute cases
- Verified accounts to ensure all information is correct
- Quality Assurance-Call scoring
- Held 1 on 1's
- Made outbound follow-up calls
- Reviewed metrics with fellow coworkers

### **TTEC (Bank Of America And Optum RX) - Customer Service Representative Specialist**

10/2020 - 11/2022

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Utilize company system Citrix to process all client inquiries. Handle customer complaints while providing efficient alternatives and solutions. Follow outlined company policies and SOPs. Build sustainable relationships of trust through open and interactive

## SKILLS

- Microsoft Office
- Typing
- Problem Solving
- Decision Making
- Learning
- Research
- Communication
- Time Management
- Flexible
- Active Listener
- Leadership
- Critical Thinking
- Adaptability
- Understanding Customer Needs
- Calm and Professional Under Pressure
- Upbeat and Positive Personality
- Quality Assurance
- Collaborative Environments
- Data Entry

## EDUCATION

### **University of Phoenix**

Tempe, AZ • 11/2022

**Bachelor of Science:** Business

### **University of Phoenix**

Tempe, AZ • 09/2021

**Associate of Arts Degree:** Business Fundamentals

communication. Meet monthly quota coinciding with metric system.

- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Investigated and resolved customer inquiries and complaints quickly.
- Met customer call guidelines for service levels, handle time and productivity.
- Educated customers about billing, payment processing and support policies and procedures.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Talk with 30 to 40 clients daily.
- Data entry to ensure the right prescriptions were being ordered for clients

#### **Triumph - Sr. Bonding Mechanic**

Milledgeville, Ga • 03/2013 - 06/2020

- Calculated time spent on each part
- Kept accurate records of work activities, time, materials, and faults on work orders.
- Worked in strict compliance with applicable OSHA regulations and safety requirements.
- Supervised and instructed assistants.
- Kept selection of supplies on hand to handle common requirements efficiently.
- Set accurate feed rates and trimming protocols to maintain efficient production and meet schedule demands.
- Set up and operated various machine tools and jigs to produce precision parts.
- Held a buyoff stamp
- Inspected plys to buyoff parts
- Worked with the MES and SAP system

#### **Walmart - Sales Coordinator**

Milledgeville, Ga • 10/2006 - 02/2013

- Worked alongside retail representatives to enhance product presentations and advertising collateral.
- Stayed updated on Special Orders and maintained long-term relationships with clients, resulting in increased overall sales.
- Compiled client profiles and entered information into operating system.
- Forged and nurtured impactful relationships with customers to cultivate loyalty.
- Set up appointments with potential and current customers to promote new products and services.

## | AFFILIATIONS

- I have 15 + years of experience in customer service and 7+ years of experience in manufacturing.