**[Customer Service Representative](https://www.postjobfree.com/resume/ad070a/customer-service-upper-darby-pa)**

**Location:**Upper Darby, PA, 19082

**Posted:**November 16, 2023

**Contact Info:**

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**Resume:**

Brenda Nichols

7113 Seaford Rd. Upper Darby, PA 19082

267-230-8372

Brenda\_bsharpe@yahoo.com

Objective:

Sales assistant/Customer Support position within a corporate environment where my experience working with customers and sales team members can add value and outstanding service for the company.

Qualifications:

I have the ability and initiative to carry out my responsibilities within the company expectations while also looking for ways to increase sales and maintain a high level of service to the customer. Flexibility, problem solving, attention to detail and a willingness to keep learning are a few of the qualities that I have gained from my experience in customer service.

Experience

Pearson Vue Bala Cynwyd, PA

Customer Service Representative 04/04/16 to Present

Answer incoming calls on the toll-free lines regarding Nurse Aide certification, renewal and reciprocity.

Provide high quality service to customers to ensure customer needs are met.

Process literature requests on line.

Conduct internal research of situations that affect certification, as discussed with callers.

Provide results of research to callers via written communication

Complete special mailings as needed.

Hibu/Yellowbook King Of Prussia, PA

Data Services Coordinator 8/06/2012 to 03/25/2016

Interpret Marketing documents to determine what is local to a particular directory and to create White/Yellow Page Grids.

Set up accurate scoping rules to bring in the correct listings for the white and yellow pages.

Navigate with DIAD and Market Database to set up a directory and to perform research.

Perform the DIAD setups for insertion recipes, composition output & WP formats for each directory.

Accurately place all CMtapes and scoping rules into an insertion recipe.

Create/Update NXX reports to verify listing counts & maintain history for each directory.

Determine cause and effect when analyzing listing count issues.

What this position combines is interpretation and application of DIAD scoping, recipes, formats and composition outputs that determines what listings will appear in the book and how the book will look.

Yellowbook USA King Of Prussia, PA

Customer Service Representative 7/2010 – 08/06/2012

A CSIR resolves issues and concerns customers have with their directory advertising and billing account.

Accurately answer inquires regarding the company, the product, and the market.

I am the primary point of contact for the Premise and Telephone sales channels concerning customer account questions/concerns.

I am also adapt at maneuvering throughout the DIAD system to quickly research and resolve issues and concerns expeditiously to ensure customer satisfaction and reduce repeat inquiries.

I also serve as back up for level 2 and provide assistance during heavy call volume for the payment queue and also provide back up to Claims Team as volume dictates.

The Alarm Center (temporary assignment) Media, PA

Customer Service Representative 07/09-08/09

Answered inbound inquiries regarding the alarm systems and took payments over the phone

American Red Cross Philadelphia, PA

Telesales/Customer Service 01/09-02/09

Contacted clients through outbound calling to request blood donations

Education Dynamics Inc. Chester, PA

Customer Service Rep II, Team Leader, and Sales Assistant 12/04 - 09/08

Extensive experience as a member of the customer service team that supported 7 different Internet product lines.

Supported sales members by providing customer information, updating databases and coordinating customer needs. Maintained contact with clients concerning customer service questions, by phone and email.

Superior communication skills in dealing with sales members, co-workers and customers. Responsible for maintaining the elite customers as part of the presidents club.

Represented the company at three separate conferences in Utah, Vermont and Florida.

Organized and efficient. Also able to organize and supervise others.

Trained new staff on the use of time management software, billing systems and product lines.

Worked my way up from entry-level logistics department to a customer service representative I to a customer service representative II.

Knowledgeable on several computer systems (both Mac and PC). Proficient in Microsoft Office and various EDUdirectories computer programs such as Netsuite, Escout, and Banner Administration.

Telemart Institute Darby, PA

Customer Service Representative 7/04 - 10/04

Accountable for processing rebate checks in a timely manner.

Responsible for phone support services to customers of Bell South

Philadelphia Suburban Water Bryn Mawr, PA

Customer Service Representative 2/03/ - 5/04

Provided proficient and detailed explanations of water billing, usage and loss to customers. Accountable for opening and closing of customer accounts.

Answer phones for a large volume of incoming and outgoing calls.

Education

Delaware County Community College Media, PA

Associates degree in Electronic Commerce Present (on-line)

Career Learning Institute Philadelphia, PA

Business Applications Graduated 1986

Specialized in computer software: Outlook, Word, Access, AS400, QuickBooks, MAS90, Banner, Excel, SalesForce, and PowerPoint, DIAD and MDB