**[Customer Service Representative](https://www.postjobfree.com/resume/ad1bg7/customer-service-chicago-il)**

**Location:**Chicago, IL

**Posted:**November 20, 2023

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**Resume:**

Theresa Wright

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Chicago, Il 60649

(312) 509-6694

Theresawrightjohnson@yahoo.com

Objective

Acquire a position within a successful company that has growth potential. Qualification Highlights

Excellent management and customer service skills

Proficient in Microsoft Office

Education

Chicago State University -Nursing

Colorado Technical University-Accounting

Elite Money Tax Service Chicago IL (01/2023-04/2023)

Tax Preparer

Prepared and reviewed complex tax planning projections for individual and corporate estimated tax liability.

Managed and monitored client deliverables and due dates.

Communicated with IRS and clients in connection with audits, inquiries, and tax notices.

Assisted with employee training for new hires and ongoing employee training.

Engaged in consulting and special projects as requested by Management and Clients.

Maximus Chicago IL (01/2020-10/2021)

Customer Service Representative

Respond to numerous phone inquiries using standard technology within set parameters. Assisted callers with completing online applications for in home healthcare services, Adhere to company privacy rules and regulations, Complete daily electronic call logs. Rose International/Maximus Chicago IL (07/2019-01/2020) Customer Service Representative

Respond to numerous phone inquiries using standard technology within set parameters, Assisted callers with completing online applications for in home healthcare services,

Adhere to company privacy rules and regulations, Complete daily electronic call logs. Google/ Adecco Chicago, Il. (08/2014-01/2017)

Store Operator

Worked front lines of the day-to-day shopping operations within a designated group of retail stores. Executed daily task and inventory validation checks using a range of mobile devices. Worked closely with retail management and employees for ongoing product process feedback. Communicated directly with retail managers to integrate operations processes and troubleshoot issues. Worked with the Design team to test new potential processes and provide key insights and quality feedback. Action Figures Chicago, Il. (10/2006-11/2018)

Registration Clerk

Set up registration area and system for tracking pre-registered delegates. Greet and register delegates, provide quality customer service. Provide information, give directions and answer enquiries. Record and report attendance figures.

Baste Financial/ Liberty Tax Service Chicago, Il. (01/2007-04/2014) Office Manager/ Tax Preparer

Reviewed and managed staff deliverables including tax returns. Prepared and reviewed complex tax planning projections for individual and corporate estimated tax liability. Managed and monitored client deliverables and due dates. Communicated with IRS and clients in connection with audits, inquiries, and tax notices. Led the department in knowledge of software, processes, and workflows. Assisted with employee training for new hires and ongoing employee training. Engaged in consulting and special projects as requested by Management and Clients. Chicago SportService Chicago, Il. (01/2004-01/2005) Manager

Maintained cash office reports and performed cash pulls, made change orders and deposits, monitored and addressed bad debt issues Performed register transactions according to policy Monitored and supervised performance of associates, provided constructive feedback Consistently maintained high profit margins

Excellent at organizing, coordinating, and managing projects Mintel International Chicago, Il. (08/2000-06/2003) Supervisor

Supervised a staff of 10-12

Interviewed and hired qualified staff, met daily deadlines Prepared, compiled, and updated records and reports using spreadsheets daily Assisted in establishing a successful structure for a growing company Worked closely with other department managers to achieve company goals Administered team member reviews

Responsible for all aspects of departments’ daily operations Big K-Mart Chicago, Il. (1998-2000)

Supervisor

Maintained cash office files and reports, performed cash pulls, made change orders and deposits, monitored/addressed bad debt issues at front end

Performed register transactions according to policy Monitored performance of associates, provided constructive feedback Provided quality customer service with focus on customer satisfaction Resolved customer and associates’ issues and complaints Performed manager on duty responsibilities as outlined Performed all opening and closing functions including security of building Assisted manager with interviewing, selection, training, payroll and scheduling LaSalle Bank Chicago Il. (1996-1998)

Lockbox Data Entry Clerk

Processed and deposited checks and invoices, sorted mail, processed accounts, prepared deposit tickets Reviewed checks/invoices for special instructions by customers to determine appropriate item handling Prepared information for input into the reporting system Met daily targets

Jackson Hewitt Tax Service Chicago Il. (1995-2002) Administrative Assistant/ Tax Preparer

Provided customer service

Prepared tax returns, resolved tax issues

Trained tax preparers

Answered phones and greeted clients

Performed administrative/general office duties

References available upon request