Anshonetta Washington

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Summary

Efficient customer service professional with 4+ years of experience in call centers and hospitality service. Adept at handling 50+ calls on a daily basis while consistently resolving client issues smoothly and quickly. Fluent in English, and able to provide clear customer service in both languages. Seeking to apply customer service and problem-solving expertise to benefit your company as a call center representative.

Experience

Remote Customer Service Representative

Conduent   09/2022 - Present

- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software
- Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices
- Proficient in video conferencing platforms such as Zoom, Hangouts, and Skype, able to communicate with customers across a variety of channels

Remote Customer Service Representative

Teleperformance   01/2021 - 09/2022

- Responsible for all customer inquiries and questions
- Provide excellent customer service at all times
- Follow up to customer inquiries by taking specific action in a timely manner
- Troubleshoot equipment and system problems
- Problem solve to help customers resolve issues on first call
- Enters data from customers into various software programs
- Appropriately communicate with upset customers to resolve their inquiries.

Remote Customer Care Specialist

Satellite TV,CO • Chicago, IL   02/2019 - 01/2021

- Handle 90+ calls daily, with duties including signing up new customers,retrieving customer data, presenting refevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher
- than the company average
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations
- Maintained accurate records of all interactions with customers for use in future reference.

Remote Customer Service Representative

Dish Network Corporation • Albany, NY   06/2018 - 02/2019

- Utilize multiple complex systems, programs, and monitors in order to research information
- Supervised and managed daily scheduling,tasking and administration.
- High Speed Data of 25MBPS
- Clean designated work area

- Make decisions based on policies and past precedents, seeking guidance when necessary
- Process, via computer, all customers requests
- Spot opportunities to provide solutions
- Provides high level, quality service, closely aligned with sales, to enable sales growth

Skills

Inbound and Outbound Calling, Complaint Resolution, Strategic sales knowledge, Training development aptitude, Creative problem solving, Ability to work independently

Education

Mangham High School • Mangham,LA   05/2018