**[Call Center Representative - Work From Home](https://www.postjobfree.com/resume/adzlme/call-center-work-from-milford-nh-03055)**

**Location:**Milford, NH, 03055

**Posted:**September 10, 2023

**Contact Info:**

monalouise@yahoo.com

978-942-3308

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Job Description (optional) 



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**Resume:**

MONICA L. ALBERGHENE

98 Powers St. Apt. 231 Milford, NH. 03055 ?

978-942-3308 ? monalouise@yahoo.com

Recent Work History

Online Sales Concierge - New Home Star - Elmhurst, Illinois 4/2021 - 7/2023

Responsibilities:

Work with leads interested in buying new construction homes.

Reach out to leads that come in thru phone, chat, email, and website.

Nuturing and following up with leads according to a touch point schedule.

Gathering discovery information and qualifying leads before passing on lead.

Converting leads to appointments and meeting monthly sales goals and metrics.

Taking detailed notes and entering information into the CRM.

Quarterly Business plan presentations with team, and individual training presentations.

Customer Service Representative - Savilinx - Lawrence, Ma. 9/2020 - 4/2021

Responsibilities:

Answered calls and submitted claims for people taking state sponsored leave from their job.

Worked directly with employers, employees and healthcare providers to help determine

benefit eligibility, payment amounts, and type of leave available.

Assisted teamates when necessary to help maintain a collaborative environment.

Escalated calls to the correct channels in the proper time frame.

Assisted callers to register for online accounts and troubleshoot portal issues.

Utilized several different programs and worked on double monitors.

Education

Massachusetts pre-licensing Real Estate Course \*(see note)\* July 2023

Tesol Certified May 2020

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Magic Ears University Online

Certificate in Graphic Design Oct. 1997

Pioneer Computer School, Manchester, NH.

Bachelor?s Degree, Sociology Major, Psychology Minor Dec. 1989

University of Massachusetts at Lowell, Ma.

Associate?s Degree, Business Major

Northern Essex Community College, Haverhill, Ma. Dec. 1987

\*Note\* - Completed the Massachusetts pre-licensing Real Estate Course 7/2023,

currently waiting for background check to come back to be able to

schedule exam

MONICA L. ALBERGHENE

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Skills

? Excellent Communication skills: both verbal and written.

? Strong people skills: able to easily build connections and rapport.

? Organized and detail oriented.

? Work well independently and as a team.

? Strong work ethic and prioritze work responsibilites.

? Positive upbeat personality, able to uphold a positve work enviroment.

? Ability to multi task in a face paced enviorment.

? Understand quality metrics and the need to continually improve.

? Able to keep up with a frequently changing enviroment.

? Experience utilizing multiple programs at once on Double Monitors.

Program Knowledge

? Salesforce

? Lasso

? Fineos

? Windows

? Google Docs

? Powerpoint

? MS Word

? MS Excel

? MS Outlook

? Calendly

? Service Now

? Nice In Cotact

? Fineos

? Adobe Photoshop

? Adobe Illustrator

? Adobe In Design

Older Work History

? Home School Teacher - Dracut Ma. 2007-2016

? Employment Gap 2000 - 2007 Stay Home Mom

? Call Center Operator - Scitex, Billerica Ma. 1998 - 2000

? Receptionist/Clerical Position - Computer Training Center, Littleton Ma. 1997-1998

? Substance Abuse Counselor - Psychological Center, Lawrence, Ma. 1994 - 1997

? Mental Health Counselor - Greater Lowell Mental Health Center, Lowell Ma. 1993 - 1994

? Residential Counselor - Department of Mental Health Lawrence, Ma. 1990 -1993