
Customer Care Associate Resume

Job Objective

Seeking a Customer Care Associate position that offers an immediate challenge, career opportunity, and advancement.

Summary Skills:

Vast experience in customer service, call center and sales
In-depth knowledge of telephone services available, customer service policies and procedures
Excellent, 10-key by touch and typing skills
Proficient with SAP R/3, CRM, Internet, Lotus Notes, Word, and Excel
Strong customer service skills and problem solving ability
Expert in providing superior customer service
Effective communication and interaction skills

Work Experience:

Customer Care Associate, August 2005 to till date
CenturyTel, Inc., Austin, MN

- Succeeded in maximizing Company revenues using appropriate sales and customer service techniques.
- Promoted a friendly exchange of information with customers.
- Maintained customers accounts – verified and updated information.
- Interacted with subscribers on service calls, billing issues, credit issues and overall satisfaction of services.
- Ensured Company's billing and remittance procedure information was provided to customers.
- Processed and documented customer payments, provided appropriate adjustments, refunds, write-offs, when necessary.

Customer Care Associate, May 2000 to July 2005
AspenTech, Austin, MN

- Assisted customers in the selection of product by effectively communicating product and service offerings over the phone.
- Resolved customer problems in a prompt manner.
- Succeeded in ensuring the monitoring standards on phones and through written correspondence.
- Facilitated to work effectively with others in a team environment to accomplish organizational goals and to identify and resolve problems.

Education:

High School Diploma, Lincoln Memorial University, Tennessee, TN

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