

Rena Carter

Customer Service Representative

New York, NY

rcarter439@gmail.com

646-323-8330

Experienced Customer Service Representative who's interested in becoming an asset to a reputable company where I can utilize my acquired skills and demonstrate my abilities to be an efficient employee

Authorized to work in the US for any employer

Work Experience

Front Desk Associate

AEROTEK

May 2020 to September 2020

Working at a COVID 19 testing site I was responsible for the patients intake. Entered demographics and other inter office information into NY Health and Hospital's data base so that customers could obtain the COVID 19 test and results.

Customer Service Representative

EZPASS - Staten Island, NY

August 2019 to February 2020

Responsible for providing excellent customer service for ezpass customers. Answering inbound calls within a call center environment. Assisted customers with toll bill and explained ezpass procedures to customers. Also provided bridge and tunnels locations and toll charges. Ability to toll repost for customers whose ezpass didn't read.

Customer Service Representative

Execureach Recruitment Agency - New York, NY

May 2019 to July 2019

Responsible for making and managing appointments for ENT and Allergy patients on the NextGen system. Fast paced call center that relied on CSR's to provide excellent customer service within a call center environment.

Maintenance Scheduler

CareMount Medical - Mount Kisco, NY

October 2018 to January 2019

Provided OR scheduling, surgical and financing instructions to patients, while supporting the Physician(s) and enforcing the collection policy and procedures for Caremount Medical and ASCW

Data Entry Clerk

AEROTEK - Bronx, NY

January 2018 to September 2018

Contracted out to work for Percision Pipeline Solutions. Entered and Updated Meter Tables for Con Edison data base. Billing and other inter office duties.

Customer Service Representative

LINCOLN HOSPITAL CENTER - Bronx, NY
June 2017 to December 2017

Responsible for answering incoming and making out bound calls on a Switchboard Console (Amcom System). Responding to emergency codes, beeping Physicians and utilizing an Overhead paging System. Documenting and Notating logs. Followed protocols.

Customer Service Agent

Eastern Accounts - Brookfield, CT
July 2016 to November 2017

Collections and Payment Center for Comcast and Time Warner Cable. Excellent Customer Service while assisting Customers in avoiding Service interruption. Trained in Program Software.

Global Dispatch Coordinator (Temp Assignment)

Choice Logistics - New York, NY
April 2016 to June 2016

Responsibilities

Tracked and confirmed Pick Up E.T.A. and Proof of Delivery times for the clients orders. Live order management and execution. Processed transactions on clients system as needed. Documented all follow up work that was done on behalf of the client. Contact vendors to resolve any service issues on behalf of the client. Responsible for maintaining a high level of communication with both clients and vendors.

Accomplishments

Established a great rapport with clients and vendors

Skills Used

Excellent oral and written communication skills. Willingness to go the extra mile.

Customer Service Representative

King TeleServices, LLC - Brooklyn, NY
September 2015 to March 2016

Responsible for acting as a liaison between customers and King Telservices. Assisting with Complaints, Resolves Customer Complaints, via phone, email, or social media. Greets Customers warmly an ascertain problem or reason for calling. Cancel or upgrade accts. Advise on company information, attempts to persuade customer to reconsider cancellation.

Accomplishments

Was able to have satisfied customers.

Skills Used

Exceptional written & oral communication, listening skills, culturally competent, and the ability to get positive end results 90% of the time.

Advanced Associate

Uniqlo - New York, NY
October 2014 to September 2015

Responsibilities

Responsible for Replenishing all incoming merchandise on to the sales floor. Knowledge of the POS system, processing new merchandise with security sensors, maintaining stock and inventory.

Accomplishments

Act as Manager on Duty when needed.

Skills Used

A-ranking merchandise up to Uniqlo standards, ability to follow instructions to present excellent customer service.

Customer Service Representative

Honey Comb Productions LLC - Naugatuck, CT
August 2004 to March 2014

Responsible for all clerical functions i.e. Answering all incoming calls directing them appropriately. Microsoft office systems, booking conference rooms, mail distribution etc.

Receptionist/Customer Service

HQ Global Workplace - White Plains, NY
March 1998 to May 2004

Responsibilities

Provided secretarial support for management and clients. Maintained clients personal database, scheduled meetings, booked conference rooms, mail distribution, operated a pbx phone system, registered guests and provided excellent customer service.

Accomplishments

Was able to be depended on by all clients and staff. Able to multi-task and was knowledgeable in co-workers jobs. Willingness to go the extra mile to get the job done.

Skills Used

Microsoft Office Systems, People Soft Accounting software, Dictation, Personalized Attention to all Clients.

Education

C.A.S.A.C. T Certificate in Substance Abuse

Hostos Community College - Bronx, NY
2012 to 2013

Certificate in Hotel & Hospitality Management

Unified School District 1 - Niantic, CT
2010 to 2011

AA in Business Administration

The College of Westchester - White Plains, NY

2003 to 2004

Skills

- Typing
- Data-Entry
- Customer Service
- Word
- Excel
- Receptionist
- Outlook
- Billing
- Filing
- Customer Care
- Customer Support
- Call Center
- CSR

Certifications and Licenses

Driver's License