

**MARK DAVIS**

Customer Service

**SKILLS:**

- Extensive Customer Service Representative.
- Sales, Collections, and Telemarketing.
- Proficient in Microsoft Word, Excel, Internet, and PowerPoint.
- Verbal and written communications.
- Exceptional phone skills.
- Professional attitude and work ethics.
- Expediting Machinery.
- Open Equipment.
- Forklift Operator.
- Punch Press Operator.
- Grinder.
- Delivery Driver.

**EXPERIENCE:**

2009 to Present ABC Inc Any Town, NY

Customer Service Agent

- Provided Excellent Customer Service.
- Quality and volume statistics were above-average.
- Answered inbound calls in support of customer's needs.
- Conveyed in a reassuring manner step by step instructions to resolve issues.
- Reviewed account information and processes.
- Performed queries in multiple databases.
- Answered on average 200 calls a day.
- Assisted in new accounts and the development of excellent customer service.

- Resolved any concern inquired about.
- Educated Policies and Procedures.

2008 to 2009 XYZ Corp Any Town, NY

Customer Service Representative

- Provide essential banking and financial services by producing daily operations reports, manage overdrawn account reports, and track significant change in balances for large business and government accounts.
- Certified Consumer Lender, providing strategies, tactics, and implementation plans that lead directly to financial improvements for my customers.
- Facilitate customer awareness of additional services cross sell banking services which produces new clientele as well as extends services to existing customer base.
- Train and mentor new Customer Service Representatives.
- Manage multiple tasks in a pressured environment such as assisting tellers, other customer service representatives as well as support branch management.

2005 to 2008 BCD Inc Any Town, NY

Customer Service Rep Teller

- Handling customer accounts.
- Processing financial transactions & database entry.
- Gain referrals & new accounts through sale of products with incentive; reported success and tracking.

## **EDUCATION:**

2003 – 2004 New York University New York, NY

Major: Business Administration