

Richard Macon

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Customer Service Rep / 8 Years' Experience in Call Center Settings

Polished, professional customer service rep offering:

- Eight years of experience providing customer support in busy call center environments for office supply and vitamin supplier industry employers.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.

Employment History

Freeman Funeral Home

office manager, Bookkeeping, Accounting, and Auditing Clerks
7/2004 - 7/2006 freeman funeral home pompano beach, FL
picking up human remains from hospitals and homes and nursing homes ,logging these cases in to the monthly report that is sent to the Florida board of funeral directors and embalmers making application to the state of Florida to file death certificates that will be used for public records and medical statics ,also I file for benefit insurance for beneficiaries to help pay the funeral cost and filing with our broker to receive these funds as fast as possible to cover cost also I attend funeral as a driver or attendant because I help the funeral director with the planning of all events from arranging the pickup site to contacting clergy to arrange funeral times and funeral escort with local police and helping with contacting the cemeteries and out of state funeral home for shipment of the debased this is just a few of my activities and the company.

TELEPHONE REPAIR, Customer Service Representatives

11/2005 - 12/2006 CLEARTEL COMMUNICATION,

TELEPHONE REPAIR by taking inbound calls on phone problems assisting the customer by giving instruction or how to verify the source of the problem, making sure the phone is installed properly and how to tell if the problem is on customer side or the companys, Then I would use the phone companies repair network to check the strength of the signal. After verifying the signal schedule with the customer the best time to send out the tech and make note of it in the system for future reference

, Customer Service Representatives

8/2005 - 10/2005 VITACOST.COM,

Taking phone order via the phone and there credit card information and tell customer when to expect the delivery. Most customers are looking for information on what vitamins a for whats good for cold things like that. We respond by researching our database for the correct answers.

Office depot call center 06-1999 / - 12/2004 ,
 customer service rep taking phone order and credit card
 information for payment in the computer system telling when the
 order do to be delivered to the customer place of business or home
 we were responsible for having knowledge of all of the products
 that the company offer for sale. The system allowed us to track
 orders and give time of delivery from our tracking system. The
 company trained us on up selling every 6 months and we would
 have projects or product to upscale every 6 weeks and the offer
 changed frequently.

Education History

Completion Date Issuing Institution Qualification Course of Study
 8/2004 Lynn university 2 Years at College of funeral service
 Certifications AS Degree

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<u>Skill Name</u>	<u>Skill Level</u>	<u>Last Used/Experience</u>
Customer Service	Expert	Currently used/8 years
Call Center Service Operations	Expert	Currently used/8 years
Complaint Handling / Dispute Resolution	Expert	Currently used/8 years
Data Entry / Records Management	Expert	Currently used/8 years
Multiline Phone Use	Expert	Currently used/8 years