

Heather Moore

Customer service/ sales representative level 3

Scottsboro, AL 35768

moore154@icloud.com

+1 256 647 6223

Customer service/sales oriented. Ability to multitask while meeting expected parameters concerning calls. Proficient in most computer software and running multiple software programs at once while taking calls from customers in order to resolve issues. Years of experience in in person as well as over the phone sales, data entry, customer service, technical support, and billing. I enjoy working to resolve customer issues and building rapport with my customers in the process. I love working from home and at a fast pace. I've read everything about your company and think I would be a really good fit for your team! I have years of experience doing customer service/sales support over the phone and in person. I already have a home office set up. I was an English major while in college because I have a natural ability to communicate with relatively anyone using speech and the written word which allows me to connect and provide products and services that fulfill customers needs and wants. I'm driven to help me whether it just be support or selling the customer the correct product or service, I connect and make sure my customers are completely taken care of during every single Interaction. I look forward to hearing from you. Thank you for your consideration.

Authorized to work in the US for any employer

Work Experience

CSR/Sales

GRIT PPO Inc - Remote

May 2022 to Present

I handle a high call volume que for over 40 different pest control companies across the US both large and small. I manage accounts, sell services, adjust billing, schedule and route services, enter data, work across multiple CRMS and software programs while taking incoming calls, checking voicemails and web messages, sending and receiving emails, make outgoing sales follow up calls, among other things all while taking care of the customers needs and meeting several standards pertaining to my call flow.

Cleaning and Organizing Sales Specialist

Self employed - Scottsboro, AL

September 2009 to March 2022

Responsibilities

Contacting local residents and businesses to sell services for the company. Providing excellent professional customer service to all clients before during and after deep cleaning and organizing clients homes and businesses.

Customer Service Representative

Conduent connect - Remote

September 2019 to June 2020

Taking inbound calls regarding customer accounts and resolving technical issues

Office Clerk

Goosepond colonies - Scottsboro, AL
March 2017 to March 2018

I answer the phone. Check guests in and out. Handle payments and other transactions.

Cashier/Customer Service

The Home Depot - Scottsboro, AL
March 2013 to March 2016

Responsibilities

Greet customers and help them locate items in the store. Check out customers through a cash register. Deal with customer service situations. Return merchandise. Create orders for customers and close them out once they are picked up. Straighten merchandise, put out new merchandise and clean my area

Customer Service Representative

Directtv - Huntsville, AL
August 2011 to April 2012

Being in a call center taking calls regarding customer accounts and resolving issues as well as sales.

Customer service sales associate assistant manager

RadioShack - Scottsboro, AL
March 2005 to February 2008

I was a sales/customer service associate responsible for leading my team in assisting customers over the phone or in person while there. I set schedules and opened and closed the store. I sold cell phones and cell phone service plans for multiple providers. I gained product knowledge for all the technological devices and products/services we carried in order to more efficiently help our customers find what was right for them. I made sure our customers were happy with each interaction.

Education

College sophomore in Marketing

The University of Alabama - Tuscaloosa, AL
August 2002 to May 2005

High school diploma in Advanced

Scottsboro High School - Scottsboro, AL
August 1998 to May 2002

Skills

- Residential Cleaning
- Retail Sales
- Telemarketing
- Typing
- Microsoft Outlook
- Cashiering

- Cold Calling
- Sales
- Account Management
- Data Entry
- Microsoft Word
- Software troubleshooting
- Help Desk
- Desktop Support
- Network Support
- Technical Support
- Troubleshooting
- Computer Networking
- Operating Systems
- Microsoft Windows
- LAN
- Remote Access Software
- VPN
- TCP/IP
- Social media management
- Office experience
- Microsoft Office
- Customer support
- Mac OS
- Google Docs
- Merchandising
- Outside sales
- Outbound sales
- Clerical experience
- Communication skills
- Customer service
- English
- Personal assistant experience
- Active Directory
- Inbound sales (4 years)
- Pest control (Less than 1 year)
- SAP CRM (1 year)
- Marketing
- Load Balancing
- DHCP
- WAN

- Microsoft Windows Server
- DNS
- SQL
- Citrix
- Microsoft Exchange
- QuickBooks (4 years)
- Sales consulting (4 years)
- Training & development (5 years)
- VoIP
- System Administration
- VMWare
- Authentication
- Network Engineering