

Adrian D

Address

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Phone #

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Support Specialist

Kaplan North America -

December 2021 to Present

- Assisted customers with a warm and professional attitude.
- Processed orders, refunds, customer transactions and exchanges
- Assisted customers with questions
- Interacted with customers through email and phone inquiries.
- Kept records of customer complaints or forwarded complaints through a chain of command for upper management
- Handled emails, inbound calls, and outbound calls
- Managed customer accounts
- Assisted with technical support duties
- Handled billing issues and order inquiries
- Took inventory
- Performed data entry for shipments, orders and customer information

Payroll Specialist - SMB Service

Paychex, Inc. -

June 2021 to November 2021

Taking inbound calls, replying to emails and make outbound calls on an appointment basis from any Paychex clients in Florida that are assigned to me as their Payroll Specialist to either take payroll, add new hires to clients accounts, terminate existing employees on clients paychex accounts for payroll in payroll system, help assist with any questions a client may have in regards to their Paychex's payroll invoices, questions about their company's taxes, research and retrieve any tax documents clients may need for their company or their employees.

Also, answer any amended tax return questions from clients, assist with client's employee's garnishments, answer questions a client may have about any IRS letters or Dept. of Revenue letters they may received, etc. I also assisted clients with any navigation inquiries, log in issues or general questions a client may have about Paychex's online system Paychex Flex that clients can use to enter in payroll online, get documents for their business etc.

Work with other internal departments on clients accounts to come to a resolution or provide a solution for a client depending on the inquiry/issue the client may have, document each interaction with each client through Cisco Finesse and managing good time management skills.

Multi-taking and/or toggling through multiple programs to assist clients with their issue or inquiry/request. Ensuring clients that I have any interaction with are fully satisfied with my customer service and I always make sure to build a good rapport with the clients I assist on each client interaction. This way I can maintain an established sense of trust that is built between myself and the clients on every interaction.

CSR - Customer Service Representative

24-7 Intouch -

January 2018 to September 2020

- Assisted customers with a warm and professional attitude
- Processed orders, refunds, customer transactions and exchanges
- Assisted customers with questions
- Interacted with customers through email and phone inquiries.
- Kept records of customer complaints or forwarded complaints through a chain of command for upper management
- Handled emails, inbound calls, and outbound calls
- Managed customer accounts
- Assisted with technical support duties
- Handled billing issues and order inquiries
- Took inventory
- Performed data entry for shipments, orders and customer information

Temp CSR - Customer Service Representative

Select Staffing -

October 2017 to January 2018

Taking inbound calls for LEGO in a high volume and fast paced third party call center environment and replying to customers' email inquiries. Placing orders by phone for customers and replacing any damaged or missing LEGO parts from LEGO sets for customers. I was on a temp to hire assignment for 24-7 Intouch through the staffing agency Select Staffing based in Tampa, FL. I also performed data entry for shipments, orders and customer information. I also assisted customers with a warm and professional attitude during each interaction.

CSR - Customer Service Representative

Convergys -

February 2017 to August 2017

Taking inbound calls from credit card holders for Cabela's in a high volume and fast-paced third party call center environment. Taking payments by phone from the customers, advising them of any balances they had or available credit and I set up disputes for the customers who were disputing any charges.

Sign Spinner

GotchaWorks -

August 2014 to July 2017

I worked as a sign spinner part-time on the weekends by helping bring in more business for local housing development companies that were clients of GotchaWorks in the Tampa Bay area by advertising for them. I primarily drove between St. Petersburg, Tampa, and Riverview every weekend depending on which housing development company location I was assigned to each weekend. GotchaWorks is based out of Winter Park, FL.

Temp CSR - Customer Service Representative

Frank Crum Staffing -

August 2016 to January 2017

- Performed data entry for shipments, orders and customer information
- Managed customer records
- Performed customer service surveys
- Assisted customers with a warm and professional attitude
- Answered general questions from customers.
- Answered calls from customers

Sales Representative

Safe Streets USA -

July 2015 to November 2015

I made outbound sale calls to potential customers to sell them ADT Home Security Systems by phone and to book future installation appointments for the customers. Assisted other sales representatives with any issues they were having on their calls. Kept track of how many sales and appointments I had made for each day.

- Responsible for telemarketing
- Built personal relationships with customers

Car Wash Detailer

Bay Breeze Car Wash -

December 2014 to July 2015

Car Wash Detailer

Big City Car Wash -

October 2012 to June 2013

Education

Some College in Veterinary Assisting

Aparicio

August 2017 to October 2018

Some College in Biological Sciences

Santa Fe

August 2011 to August 2012

High school diploma or GED

High School -

August 2008 to June 2011

Skills

- I can type 40+ WPM. I have quite a few years of previous customer service experience in call center environments taking inbound calls along with making outbound calls, replying to customers email inquiries and previous sales experience on the phones and via email. I have various retail experience as well. (7 years)

- Inside Sales
- Detailing
- Cold Calling
- Car Wash
- Microsoft Office
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Outlook
- Customer Service (6 years)
- Call Center (6 years)
- Computer Literacy (10+ years)
- Computer Skills (10+ years)
- Security System Experience
- Telecommunication (7 years)
- Communication Skills
- Help Desk
- E-commerce
- Troubleshooting
- Technical Support
- CRM Software
- Order fulfillment
- Microsoft Windows
- Network support
- Zendesk
- Process improvement
- Security system
- Payroll
- Payroll management
- VPN
- Microsoft Excel
- Appointment Management
- Time management
- Customer support
- Google Docs
- Customer relationship management
- Slack
- Gladly CRM
- Cisco WebEx
- Customer support
- Customer service (7 years)

- Microsoft Excel (7 years)
- PCI
- Computer skills (10+ years)
- Paychex
- Client account management
- Cisco Finesse
- Software troubleshooting
- Workday
- Analysis skills
- Upselling
- Problem management
- Email Support (7 years)
- Remote access software (1 year)
- Active Directory
- English