

Ashley Wilhite

Customer service representative

Oxford, OH

Professional Summary

To obtain a position in Customer Service, providing exceptional service, building loyal relationships, solving problems and increasing sales.

Authorized to work in the US for any employer

Work Experience

Health insurance verification

RDI US Health-Oxford, OH

February 2021 to Present

I verify and confirm insurance applications

I provide exceptional customer service

I am able to multi task while performing my daily tasks

Machine Operator

Kathom Manufacturing-Hamilton, OH

March 2016 to April 2020

Manufactured different marketing materials, worked as part of a team to produce high quality goods while meeting goals and quotas

Customer Service Representative

Hammacher Schlemmer-Fairfield, OH

October 2009 to January 2012

Provided excellent customer service while working as a customer service representative, answered and resolved customer concern calls, scheduled and orchestrated customer follow-ups to insure customer satisfaction

Call Center Personnel Trainer

Macy's Inc-Mason, OH

November 2006 to March 2009

Trained customer service representatives, assisted customer service representatives with escalated problem calls, resolved difficult customer service situations, managed many different responsibilities and handled multiple tasks at one time

Customer Service Representative

Macy's Inc-Mason, OH

November 2005 to November 2006

Provided excellent customer service while answering and resolving customer concern calls, successfully managed a large volume of customer calls in a professional manner

Education

High school diploma in General Studies

Lebanon High School-Lebanon, OH

August 2000 to June 2004

Skills

- Hospitality
- Upselling
- Quality Inspection
- Packaging
- Customer service
- Manufacturing
- Machining
- Mobile devices
- Assembly

Additional Information

- 7 years of experience in a customer service call center setting
- Highly organized with great attention to detail
- Great communication skills
- Exceptional telephone personality
- Leadership skills
- Able to work as part of a team or individually
- Good at handling angry customers and diffusing tense situations
- Maintain a professional appearance