



Dawn Collier



Experience

2004-01 -
2016-10

Facilities Specialist

Verizon Communications

- Fast-paced call central office calls that provided information and problem resolutions from: installation, maintenance, special services, construction and central office personnel.
- Met critical deadlines and Public Service Commission complaints for cable transfers, engineering work orders, work prints, and reconstructions.
- Front-line liaison with Engineers, outside field technicians, and various department in the Verizon footprint.
- Resolution of service order requests that require manual assistance in necessary time-frame.
- Comprehensive database maintenance and other clerical duties for assigned service centers throughout New York City.

2001-01 -
2003-12

Facilities Assistant

Verizon Communications

- Oversaw front-end creation of orders in provisioning system and analysed all orders for accuracy and comprehensiveness.
- Regular communication with field and central office technicians, to correct and trouble shoot installation or change of telephone service orders and the assignment of cable pairs.
- Monitors and updates system databases for facility availability; applying technical knowledge to correct and close daily trouble tickets using a number of computer systems.

1995-02 -
2001-01

Inbound/Outbound Collection Representative

Verizon Communications

- Actively answered 30-40 inbound collection and universal calls in a courteous manner.
- Persuaded delinquent subscribers for account balance recovery, by phone or mail.
- Assisted in the training of practices and procedures with new employees.
- Implemented fix payment plans for qualifying customers with the use of strong negotiation skills.
- Awarded several commendations for maintaining and exceeded monthly objectives along with outstanding customer service.
- Manually disconnected customers who were delinquent and issued all service orders.
- Vigorous skip-tracing skills to investigate fraudulent accounts via liaisons with various departments and agencies.



Summary

Customer Service Representative with 20+ years of dedicated experience in telephone support, seeking a leadership role in the field. Fluent in Microsoft Office Suite and has the ability to actively negotiated payment arrangement on clients delinquent accounts to meet monthly collection quotas, while ensuring the continuation of customer services. Coupled with the learned technical knowledge received through on-job training and individual initiated self-taught technical training, I will be the right candidate for the available position.



Personal Info

Address

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Phone

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E-mail

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Date of birth

1974-09-18

LinkedIn

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1994-01 -
1995-01

Customer Service Switchboard Operator

Bliss Exterminator Company

- Answered busy switchboard while handling new customer inquiries and established client accounts.
- Setup service calls for sales and service technicians; handled heavy clerical duties that included, accounts receivables and data entry duties.

1993-02 -
1994-02

Data Entry Administrator

National Communications Association

- Provided sales support to outside sales team by contacting perspective clients for telemarketing purposes and scheduling appointments.
- Meticulous data entry, filing and various office duties.
- Stream-lined data collecting input by creating universal spread-sheet each department can use to access client information.

1992-02 -
1993-02

Sales Associate

Macy's Department Store

- Focused on floor maintenance and merchandising; effectively handled multiple customers; while maintaining customer service standards.
- Practiced suggestive selling and utilized cashier skills.
- Presented customer related items by demonstrating knowledge of store products and services and to enhance the level of customer service provided.



Education

2013

University of Phoenix, Masters of Management

Major: Business Administration

- Related coursework: Advanced coursework in Business Administration

2011

University of Phoenix , Bachelors of Business Management

Major: Management

- Related coursework: Coursework in Marketing and Advertising



References

- Lamont Spence, Cooperative Home Care, Director, 646-734-7149, lmspence7@icloud.com
- Judy Hanson, Verizon Communications, Facilities Specialist (ret.), 917-846-3978, jalhanson51@gmail.com