

Eric Morton
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Career Overview

Knowledgeable in adapting to new skills methods and techniques
Ability to work independently and as a contributing team member
Efficient customer service skills with expertise of handling stressful situations

Core Strengths

Excellent customer service skills
Creative problem solver
Excellent Listening skills
Excellent communication skills

Accomplishments

Consistently receive positive feedback from customers while gaining their trust

Work Experience

Comcast
Customer Account Executive August 2007 to November 2012
Livermore, CA

Responsible for providing technical support for Comcast high speed internet problems via phone, email and/or instant messaging. Troubleshoots hardware and software issues and communicates with helpdesk to resolve complex issues/problems. Provides technical assistance to insure a positive Customer experience.

**Fireside Bank
Collector
Pleasanton, CA** February 2006 to March 2007

- Collected on delinquent auto loans
- Manage my own delinquent accounts
- Handle inbound & outbound customer calls payment arrangements

Club Assist **Logistics representative** **LA, CA** **October 2005 to January 2006**

- Trained new battery service technicians
- Followed up with battery service training
- Delivered batteries to 3A contract stations to supply customer with orders
- Assisted in the delivery of batteries to 3A contract stations

