

Kristi Phillips

3845 Annadale Lane #108 Sacramento, CA 95821 (916) 893-4638 phillipskristim3@gmail.com

Professional Skills

- Type 45 wpm and 10,000 kspm
- Computer Proficient in MS Office/FileMaker Pro
- Time Management Skills
- Call Center Experience
- Cash Handling Experience
- Extensive Data Entry Experience
- Willing To Learn
- Effective Communicator
- Highly Organized
- Energetic & Positive Attitude

Professional Experience

Mortgage Customer Service Representative ~ ACT Call Center, Sacramento, CA 10/2015 – 04/2016

- Verify and examine information and accuracy of loan application and closing document
- Interview loan applicants to obtain personal and financial data to assist in applications
- Answer questions and advise customers regarding loans and transactions.
- Contact customers by telephone concerning acceptance or rejection of applications

Counterperson/Cook ~ Alano Club, Sacramento, CA 03/2015 – 05/2015

- Cooked and prepared food items, using standard formulas and following directions
- Clean and inspect galley equipment, kitchen appliances, and work areas to ensure cleanliness and functional operation

Barista/Cashier ~ Aramark Campus LLC, Sacramento, CA 08/2010 – 11/2012

- Prepared hot and cold beverages, such as coffee, espresso drinks, blended coffees, and teas
- Stocked and ordered supplies and completed weekly inventory
- Described menu items to customers and suggested products that might appeal to them

Cashier ~ Del Taco, Sacramento, CA 04/2011 – 09/2011

- Greeted customers and received payments by cash, check, credit cards and automatic debits
- Assisted customers by providing information and resolved their complaints
- Cleaned and sanitized work areas, utensils, and equipment

Movie Research Interviewer ~ Nielsen Entertainment, North Hollywood, CA 03/2007 – 12/2008

- Called customers and interviewed them about their movie going experience
- Planned and coordinated operations for single and multiple surveys
- Conducted client and market surveys to obtain information about potential customers

Customer Service Representative- Consumer Resource Network, Los Angeles, CA 12/2005 - 07/2006

- Answered incoming calls for Customer Service Department
- Advised, verified and answered questions to customers regarding account status
- Keep records of customer interactions, inquiries, complaints and actions taken

Education

High School Diploma ~ William Daylor High School Sacramento, CA