

ASHLEY RICHARDS

3930 Accent Drive #1937

Dallas, Texas 75287

Phone: 469-988-3584 Email: arichards0430@gmail.com

OBJECTIVE:

As a customer service representative, I give excellent customer service to ensure proper customer service is being delivered

Etech of Dallas, TX

CUSTOMER SERVICE

6/17 - present

I had **Top Sales** of the company in January. Take wireless chat with Verizon customers. Make sure everything looks up to part in their cart before ordering. If the customer does not know what they want or need I gather up a few information that I feel we be a better fit for the customer. Go over the plan that fit their needs. Go over the deductibles for their insurance on the type of device they have.

Warrantech Corporation

Bedford, Tx

CALL CENTER REPRESENTATIVE

4/16 - 02/17

Handle large volume calls dealing with Warranty. Make sure payments was made. If customer needs a troubleshooting will guide them through a few questions. If customers need more information will schedule technician to come out.

Prime Therapeutic Irving, TX.

CALL CENTER REPRESENTATIVE

11/14 - 02/16

Handle large volume of inbound calls to direct them to the appropriate departments

Trouble shooting and resolved many client issues and questions regarding their invoices, policies.

Schedule appointments daily for caseworker through the Molina Healthcare System

Plan scheduled meetings for new clients

Handle large volume of inbound & outbound calls to direct them to the appropriate departments

Trouble shooting and resolved many client issues and questions regarding

Experinece:

Toni & Guy Academy Plano, TX

Graduate

1/15 – 12/15

A graduate of Toni & Guy with honors. Recipient of many awards including Most Service of the month for several months consistently. I was selected to participate in two run way shows Also, I am a Certified Extensions Professional.

Aegis Careers Dallas, TX

CALL CENTER REPRESENTATIVE

08/10 - 4/12

Resolve customer complaints via phone, email, mail, or social media. Use telephones to reach out

to customers and verify account information. Cancel or upgrade accounts. Assist with placement of

orders, refunds, or exchanges. Attempt to persuade customer to reconsider cancellation. Inform customer of deals and promotions. Sell products and services. Utilize computer technology to handle

high call volumes. Close out or open call records. Compile reports on overall customer satisfaction

Comcast Cable Company, Aegis Call Center, and United Healthcare

Home Health Care Dallas, TX

Took care of patient healthcare needs such as dispensing medication, preparing meals, and attending to physical care of the patient. Also, spent quality time with the patients making sure they were not left alone.

PRIMARY CARE GIVER 02/09 - 08/11**EDUCATION:****Toni & Guy Academy Plano, TX**

Cosmetology Courses Dec. 2015

Texas Career Institute Dallas, Texas

Phlebotomy Certificate May 2013

Cosmetology Memphis, TN

Cosmetology Courses Sept 2011