

# ASHLEY RICHARDS

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Dallas, Texas 75287

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## 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****PRIMARY CARE GIVER** 02/09 - 08/11

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.

**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