



TERESA BRYANT

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Summary

Friendly Customer Service Specialist with 10+years of dedicated customer service experience. Committed to exceeding service goals through exceptional communication skills and abilities. Expert in GSuite and Slack, with training in providing front-line remote customer service support via chat and email.

Skills

- Upbeat and Positive Personality
- Verbal and Written Communication
- LiveChat Messaging
- First-Tier Technical Support
- Promoting Brand and Company Identity
- Administrative and Office Support
- Cultural Awareness and Sensitivity
- Patient and Empathetic
- Reliable
- Flexible
- Adaptable

Experience

New American Pathways | Atlanta, GA
Temporary Ongoing Services Coordinator
08/2021 - 10/2021

- Assisted in organizing and overseeing assignments, planning, and coordinating direct services.
- Performed customer needs assessments and coordinated resolutions with quality teams and appropriate community agencies.
- Provided front-line remote customer service support via phone, chat, and email.

New American Pathways | Atlanta, GA
Women's Empowerment AmeriCorps Member
10/2019 - 08/2021

- Provided support remotely to immigrant and refugee customers via Google translate, chat, and email to understand needs and provide excellent communications and services.
- Maintained ongoing accounts for 4000 + clients.
- Coordinated employment readiness, financial, digital, and technology literacy workshops.

Teach For America | Atlanta, GA
Summer Program Corps Member
05/2019 - 08/2019

- Collaborated with subject matter experts to continuously evaluate and revise training tools to improve learning platforms.
- Maintained students' program files, records, and learning management system databases to provide insights, feedback and gather research for reports.
- Followed detailed directions from management to complete daily paperwork and computer data entry tasks.

Tower Management Group | The Bronx, NY
Administrative Coordinator
05/2017 - 03/2019

- Developed application tracking and filing systems, improving recruitment and intake efficiency by 60%.
- Provided information to clients and connected clients to the appropriate departments via phone, email, and video conferencing.
- Oversaw appointment scheduling and itinerary coordination for the client and the team.

Nexxlinx Time Warner Cable | Duluth, GA
Customer Care Escalations Specialist
10/2016 - 04/2017

- Responded to customer inquiries via phone, email, and web-based platforms.
- Resolved concerns with products or services to help with retention and drive sales.
- Explained charges, fees, terms of sales, and service agreements to over 200+ customers daily.
- Increased customer retention by 15%.

Comcast | Lithonia, GA
Tier 2 Customer Service Representative
08/2005 - 09/2016

- Resolved a diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Answered 150+ inbound calls per day.
- Assisted customers via email, live chat, and telephone.
- Attained a productivity rate averaging over 3.74%.

Education and Training

Ashford University | San Diego, CA
Master of Arts in Teaching And Learning With Technology
05/2017

- Utilized 21st-century technology tools to enhance the consumers' communication experiences and engagements.

Ashford University | San Diego, CA
Master of Arts in Healthcare Administration
11/2015

- Oversaw day-to-day administrative operations.

Ashford University | San Diego, CA
Bachelor of Arts in Health And Human Services
04/2014

- Provided exceptional communication and interpersonal skills, verbal and written.
- Exercised compassion and empathy with distinct audiences.

Technical Skills

- Google Workspace
- Microsoft Teams
- Zoom
- Salesforce CRM
- WhatsApp
- Microsoft 365 Apps and Services