⋇ ***Tegan Ellyse Ames*** ⋇

(361) 779-9601 ⋇ 1933 Modesto Street, Corpus Christi, TX. 78417 ⋇ tegan.ellyse.ames@gmail.com

***PROFESSIONAL SUMMARY***

Dedicated telecommunications professional with demonstrated strengths in customer service, time management, and data entry. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

***SKILLS***

▪ Client relations

▪ Detail oriented

▪ Call management

▪ Data Entry

▪ Critical Thinking

▪ Computer Skills

▪ Troubleshooting

▪ Active Listening

***EXPERIENCE:***

**Remote Telemarketer**

**February 2024 – Current**

**Integral Resources LLC**

▪ Answered questions, comments, concerns on behalf of our organizations (ACLU, SMP, ECU, DCCC, etc.).

▪ Managed multiple customer credit cards daily through Xencall platform.

▪ Skillfully handled inbound calls for various democratic organizations and PACs

**Remote Customer Service Agent**

**April 2023 – August 2023**

**Indeed Flex**

▪ Collaborated with colleagues and co-workers to deliver quality customer experiences.

▪ Managed customer calls efficiently in fast-paced call center environments.

▪ Answered inbound calls to handle various concerns, set appointments and close sales.

**Remote NYC 311 Customer Service Agent**

**February 2022 – April 2023**

**Express Employment Professionals**

▪ Promptly helped up to 100+ customers weekly with consistent, friendly, and knowledgeable support.

▪ Used Talk Desk telephone system to answer and transfer incoming calls.

▪ Used troubleshooting skills and leveraged personal expertise to find applicable solutions to customer questions.

**Health Screener**

**May 2021 – February 2022**

**Brookdale Senior Living**

▪ Managed record books and continuously updated and organized records as required by employer policy, TXDHS, and CDC guidelines.

▪ Monitored building access in collaboration with security teams and completed other assignments as directed.

▪ Assisted with a multi-line telephone system to answer and transfer incoming calls.

**Customer Service Agent**

**August 2018 - April 2021**

**Value Bank Texas**

▪ Assisted up to 75+ customers daily with consistent, pleasant, and expert support.

▪ Collaborated effectively with a diverse team to accomplish daily objectives and meet long-term goals.

▪ Complied with financial industry rules and regulations as required by law

***EDUCATION:***

**Court Reporting Program-CSR**

Del Mar College, Corpus Christi TX

Graduation Date Fall 2024

**Emergency Medical Technician-EMTB**

Mar College West Campus, Corpus Christi, TX

Graduation Date Spring 2016 (expired)

***REFERENCES:***

Veronica Aguirre, Rally Credit Union (361) 739-0729

Melissa Stuive, Del Mar College (361) 563-4513

Diann Rodriguez ValueBank Texas (361) 866-7763