

Kimberly Sweem



Local Career Opportunity

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01 PROFILE

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Adept in general accounting and finance transactions. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Hardworking, energetic, healthy and ready to join my next team.

02 EMPLOYMENT HISTORY

03/2017

It Support/ Customer Service Job Processor at Scatter Creek Communicstions

Kalama Wa

- Customer service technical support for internet and phone company customers.
- Programmed equipment, ran technical support back ups, assisted in internet systems for our customer data base.
- Scheduled, processed and set up our technicians jobs, I placed the job orders, the new install systems and organized job processes,
- Worked well independently and on a team to solve problems.
- Served as a friendly, hardworking, and punctual employee.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Remained punctual and professional at all times.
- Collaborated on high priority projects with tact and a strong attention to detail.
- Maintained timely communications with clients and business partners.
- Helped to meet and exceed quarterly goals.

01/2011 — 03/2017

IT Support Business Account Sales at Maschell Telecommunications

Eatonville /Centralia

- Telecommunications Business Sales
- Prepared proposals and negotiated costs for service and installation fees
- Served as a friendly, hardworking, and punctual employee.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Analyzed and reported performance levels to company higher-ups.

01/1995 — 01/2011

Business Banking Mortgage Lending

18+ years in Mortgage Lending and Business Banking

03 EDUCATION

Graduate of Olympia High School and Institute Of Financial Education

04 SKILLS

Ability to Work in a Team	● ● ● ● ●	Time Management Skills	● ● ● ● ●
Teamwork	● ● ● ● ●	Team Player	● ● ● ● ●
Leadership	● ● ● ● ●	Communication	● ● ● ● ●
Computer Skills	● ● ● ● ●		