

# Michiko Reese

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## Professional Summary

Dedicated Customer Service Representative skilled at delivering customer satisfaction. Flexible Team player with good organizational and leadership skills. Ability to gather information quickly and think outside the box for a resolution. I'm seeking a position where I can use what I have learned, grow within a company, develop and excel.

## Skills

<ul style="list-style-type: none"><li>• Contract auditing, Retention</li><li>• Client-focused</li><li>• Administration duties, Data Entry</li><li>• Account Management</li><li>• CRM, Clarify, Rio, Ason, BI, Avaya, Opus, Nice</li></ul>	<ul style="list-style-type: none"><li>• Microsoft suite proficient, Remote (WFH)</li><li>• Contract negotiation/review/drafting</li><li>• Relationship management</li><li>• Training and development/Quality Monitoring</li><li>• Team lead, compliance</li></ul>
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## Experience

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**Customer Service Representative** **3/2019 - 6/2021**  
**AT&T** **Houston, TX.**

- Inbound call center, bill review, creative solutions reducing billing, retention
- adding products and services, Remote (WFH)
- Updating account information, Processing payments, payment arrangements

**Customer Service Representative** **9/2018 - 3/2019**  
**Harris County Toll Road Authority** **Houston, Tx.**

- Inbound call center assisting ez'tag customer with processing orders, Installation, and deactivation
- Collection, Processing payments, payment arrangements, and updating credit card information.
- Updating account information

**Customer Service Representative** **11/2016 to 4/2018**  
**Houston Housing Authority** **Houston, Tx.**

- Providing high-quality customer service offering clients processes and procedures, problem-solving, and eligibility status
- Generate Inspections Reports
- Mailed forms, applications, documents either electronically or via USPS.
- Documented information from customer calls and onsite service visits into the company's system using Elite.

**Real Estate Agent** **08/2014 to 07/2018**  
**Meridian Real Estate** **Houston, Tx.**

- Counseled customers on current market status for residential and commercial real estate.
- Actively follow-up with prospects and hot leads.

- Promoted property sales through advertisements, open houses, and participation in multiple listing services.
- Generated lists of properties that were compatible with buyers' needs and financial resources.
- Followed up with prospects throughout the sales process.

**Members Service Representative**  
**Centene Corporation**

**05/2013 to 05/2014**  
**Indianapolis, In.**

- Maintained HIPPA Compliance.
- Build customer confidence by actively listening to their concerns and giving appropriate feedback.
- Generated referrals for patients to specialized professionals and services.
- Coordinated between patients and healthcare professionals to meet patient needs.
- Input information from customer calls into the company's system using SAP.

**Customer Service Representative**  
**AT&T**

**10/1997 to 12/2010**  
**Chicago, IL**

- Offer exceptional customer service to differentiate and promote the company brand.
- Achieved high sales percentage with a consultative, value-focused customer service approach.
- Answered customer account inquiries and provided resolutions.
- Assessed and resolved variances in accounts, databases, and bills.
- Supported department staff by performing a wide range of clerical and administrative tasks.
- Input data from customer calls into the company's system using Ason, Ason plus, CRM.

## **Education and Training**

**High School Diploma: Academic**  
 Theodore Roosevelt High School

**1993**  
 Gary, In

**Academic**  
 Indiana University Northwest

**1994**  
 Gary, IN