

Bradley Page

4425 E 22nd St Apt 219

Tucson, AZ 85711

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(520) 982-6012

I have 20 years experience in customer service (call center) environments

My goal is simple, I want to be happy in my work life so that I will want to strive to move up.

Work Experience

Coworx - Tucson, AZ December 2018 to Present - AT&T Direct Sales

Direct Sales involves speaking to customers that call in and assisting them with finding the right AT&T products for them.

VXI Global Solutions - Tucson, AZ August 2018 to November 2018 - DirecTV Customer Service Representative

I was a part of the Customer Loyalty Group. We took calls from customers that want to disconnect their service and we try to entice them to stay with discounts.

C3/CustomerContactChannels - Tucson, AZ October 2017 to June 2018 - Frontier Communications

I assist with billing and sales for current and new customers

Convergys - Tucson, AZ December - 2016 to July - 2017 - BCBS

Supplying member benefit information to medical providers. Following HIPAA regulations to ensure privacy and safety of member accounts.

AFNI - Tucson, AZ May 2016 to November 2016 - Cox Communications

Customer service and sales for Cox Communications via Web based. Assisted new and current customer with adding/upgrading services

Intuit - Tucson, AZ November 2013 to May 2015 - Turbo Tax, Quickbooks

Front Line customer facing agent in TurboTax Product Support. Emphasis on procedural and product updates and fixes. Key member in the launch of mobile video chat assistance (iSos). Beta Tester for TurboTax Online and Desktop products. Assisted QuickBooks Online users with navigating and operating QuickBooks Online. Kept up to date with product releases to stay ahead of the consumer so their experience when calling in would be a less difficult. Assessed Merchant Service credit card transactions for possible risk. Assisted Merchants with issues on risk cases.

CitiBank N.A - Tucson, AZ August 2012 to October 2013 - Account Manager Mortgage

Handled collecting on past due mortgage/HELOC accounts. Offered programs to help homeowners with keeping their property. Handled high volume of outbound calls to contact the account holders. Updated customer information in the company database

Arizona Lotus Corporation - Tucson, AZ October 2007 to April 2012 - 96.1 KLPX On Air Radio Host

Delivered news, weather, random stories and music to the mass populous via radio on 96.1 KLPX. Loaded MP3 commercial files into the system on a weekly basis. Created imaging (sweepers, promos, and liners). Filled in on 92.1 KFMA when they needed board ops. Attended monthly Air Checks with Larry Mac, the program director. Frequently involved with the promotions department activities as well. Voice over work for radio commercials.

Digipost (no longer in business) - Tucson, AZ December 2009 to August 2010 - Assistant Office Manager

Kept office supplies stocked and ready. Assisted walk in customers with orders. Started order processing by inputting customer data into the systems and building orders using various programs. Responsible for making sure the printing equipment was in working order. Managed 3-5 employees, which ranged depending on the time of year. Helped customers come up with eye catching artwork for use in their mailings. Contacted customers on a constant basis to make sure designs were meeting their needs. Updated and maintained the website <http://www.digipostmail.com> (no longer operational)

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Education

Audio Engineering in Vocational Conservatory of Recording Arts and Sciences Tempe 2000 to 2001

G.E.D. in General Education 1996

Tucson High Magnet School Tucson 1992 to 1995

Skills

Audio recording, Microsoft Office, Computer Hardware, Computer Repair, Basic Coding

Additional Information

- Experience in managing groups of 5-12 employees
- 5 years of on air experience in radio broadcasting
- Proficient with Windows and Microsoft Office programs
- Available to interview and start immediately