

CHARLOTTE S

Work Experience:

- KU/Douglas County Covid Call Center
Lawrence, KS
March 2021 – July 2021
Helped callers register for vaccine, answered questions about the virus, testing, guidelines
Kept records of customer interactions or transactions, recorded details of inquiries, complaints, comments, as well as actions taken
- Maximus Federal, Internal Support Group
Lawrence, KS
December 2004 – February 2021
Referred customer grievances to appropriate department, obtained and examined all relevant info to assess validity of complaints, documented and recorded information, communicated with supervisors, peers, person outside organization

Skills:

Microsoft Suite, multi-line telephone systems, scanners, VPN, Zoom

Education:

GED, 1977 Atchison, KS

References:

Available upon request