

Charlotte Bronte
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A highly skilled Administrative Assistant with a reputation for organization and attention to detail. Creative problem solver with excellent computer skills, dedicated to supporting high performing teams. Ability to resolve conflict, improve morale, and consistently exceed deadline goals. Academic background in accounting and customer service with over 15 years of experience.

Key Strengths

Customer Service – Solid background in communications. Highly developed negotiation skills and experience cultivating strategic business partnerships. Strong technical support representative with great analyzing skills for troubleshooting issues and provide resolutions. Equally strong in financial management.

Team Building – Decisive team player with extensive experience instructing new team members with guidelines to achieve deadline goals.

Communication – Influential communicator with well developed presentation and negotiation skills. Able to develop productive relationships with colleagues, customers, and staff at all levels.

EXPERIENCE

Capital One – Federal Way Washington

1999 – Present

Online Technical Support

- Handled a high volume of inbound calls daily from cardholders and escalated calls from customer service representatives assisting cardholders to correct computer capabilities to establish a connection to Capital One's web site.
- Developed a Power Point presentation to teach 112 online associates a new process to assist customers with payments that have been refused by their bank because of incorrect bank account information.

Online Support Services

- Developed expert level product knowledge of financial products and services to resolve questions and concerns about cardholders existing account.
- Assisted cardholders to register their accounts on Capital One's web site, to view online statements and request online payments.
- Handled inbound calls from customers regarding accounts verified recent activity with customers.
- Conducted extensive updating of account information.
- Effectively explained credit card policies and procedures on the phone while using a computer

EXPERIENCE, continued

Volt Services Group at United Parcel Service – Seattle, Washington

1998 – 1999

Billing Department

- Audited billing of specialized accounts program (thousands of shippers to hundreds of receivers in Washington and Oregon) with various incentives.
- Recovered missing billing documents and electronic transmissions to ensure correct billing form all 60 Washington package centers, created reports daily for internal audits.
- Controlled approximately 1000 domestic and international air shipping documents daily. Prepared daily and weekly missing record reports for Washington and Oregon.
- Electronically viewed and corrected billing documents.
- Created a procedure manual and a Power Point presentation to be utilized as teaching tools for consignee billing process.

Central Freight Lines – Wichita Falls, Texas

1997 – 1998

Customer Service

- Dispatched 6 to 8 truck drivers daily.
- Evaluated address, phone numbers and weight on freight orders.
- Located lost and misdirected freight.
- Processed electronic billing, when billing clerk was out.

United Parcel Service – Seattle, Washington 1991 – 1997

Accounts Receivable

- Established telephone contact with accounts payable departments to resolve outstanding balances. Explained available payment plans and evaluated credit suspension of accounts.

Billing Department

- Controlled billing program of net 30 accounts with various incentives. (Consignee Billing)

Telephone Inquiry

- Resolved over 90 calls per day to credit bills with incorrect shipping weights or ship to address, recommended various payment plans.
- Explained shipping procedures and answered general billing questions.

Computer Software

Microsoft Windows 1997 and 1998 including practical experience with Power Point, Word and Excel

Browser

Microsoft Internet Explorer

EDUCATION

Business Computer Training Institute

- Comprehensive training program in office procedures and business computers. 140 hours