

ERICKA MCGOWAN

CONTACT



907-290-9341



mcgowanericka500@gmail.com

EDUCATION

Associates, gained 84 credits, did not graduate

strayer University

2017-2018

PROFILE

Dedicated and customer-focused professional with over 10 years of experience in delivering exceptional service in various customer-centric roles. Proven track record of building and maintaining positive customer relationships through effective communication, problem-solving, and a genuine commitment to customer satisfaction. Adept at handling high-pressure situations with a calm and composed demeanor. Skilled in [exceptional communication and active listening, conflict resolution and problem-solving, empathy and customer-centric approach, Time management and multitasking, proficient in [Customer Service Software/Tools] I bring a passion for ensuring a positive customer experience at every interaction

Inventory Clerk/Trainer

Amazon

2022-current

- Receiving and processing orders from stock, packing and shipping orders, and managing organized inventory
- Maintaining a clean and organized warehouse or fulfillment center by sweeping, mopping, and removing debris.
- Collaborating with team members to ensure efficient and effective operation of the warehouse
- Meeting or exceeding productivity and quality standards, including accuracy and timeliness of order processing
- Supporting other areas of the warehouse or fulfillment center as needed, such as inventory control, shipping and receiving, or customer service.

Technical Support

Ibex Global

2018-2020

- Answering Incoming customer calls, emails, or chats and resolving technical issues.
- Providing customers with the technical guidance and troubleshooting tips, explaining complex technical concepts in a clear and understandable manner. Documenting customer interactions and technical issues in the company's support ticketing system or CRM
- Identifying and escalating high-priority issues to senior technical support staff or management as needed
- Providing feedback to the company's product development and engineering teams on common customer issues and feature requests.
- Maintaining a positive and professional demeanor at all times when interacting with customers.
- Meeting or exceeding performance metrics, such as call resolution time, customer satisfaction, and first call resolution

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EXPERTISE

- Proficient in verbal and written communication to effectively interact with customers and team members.
 - Skilled in actively listening to customer concerns and inquiries, demonstrating empathy and understanding.
 - Demonstrate patience and remain calm in challenging situations.
 - Handle difficult customers with tact and diplomacy to de-escalate conflicts..
 - Quickly adapt to changes in processes, policies, or technology to enhance service delivery.
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Receptionist

PRA

2015-2018

- Coordinated and organized meetings and events, including logistics and materials preparation.
- Greet and assist visitors, ensuring a positive and welcoming first impression.
- Manage a multi-line phone system, directing calls to the appropriate individuals and departments.
- Provide administrative support, including data entry, filing, and document preparation.
- Address customer inquiries and resolve issues promptly and effectively.