



PATRICIA BOWEN

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Organized individual with a background in delivering high-quality customer service is seeking employment as an Entry level Diesel Mechanic.

MILITARY CONSTRUCTION EQUIPMENT REPAIR COURSE COMPLETED, STRONG WORK ETHIC, RESPONSIBLE, DEPENDABLE, EXCELLENT CUSTOMER SERVICE EXPERIENCE, EXPERIENCED IN TECHNOLOGY.

EXPERIENCE

SEPTEMBER 2017 – PRESENT

EMAIL SPECIALIST II, GAP INC. DIRECT- GROVE CITY, OH

- Identify critical customer service issues and report them
- Consistently ensure customer service that fully supports the Gap Inc. brand promises in written and verbal format
- Achieve effective and efficient metrics, including Emails per Hour (EPH) goal, Email Quality and Voice of the Customer (VOC), Compliance, and Productivity
- Broad knowledge base and use of Microsoft Office Systems

FEBRUARY 2017 – SEPTEMBER 2017

CUSTOMER SERVICE ADVOCATE, BMW GROUP FINANCIAL SERVICES - HILLIARD, OH

- De-escalate calls by utilizing active listening, positive positioning statements to ensure positive resolution for both customer and company
- Extensive knowledge in application systems: Avaya phone systems, Customer Express, Siebel, Microsoft Outlook, Microsoft Excel, Skype, Verint and ADP
- Manage customers through calls and written correspondence to advise customers on accurate information about their contract and options that are available to them

FEBRUARY 2016 – SEPTEMBER 2016

CUSTOMER SERVICE TEAM LEAD, CONTACT US COMMUNICATION- HILLIARD, OH

- Administered one on one training with new employees and coaching's with current employees
- Performed quality assurance checks on Emails and Calls for each agent
- Researched, created and administered correctives for attendance and adherence
- Enforced break/lunch schedules
- Directly corresponded with Destination Maternity when required
- Monitored Live call availability
- Assisted agents with HR inquires and schedule changes

SEPTEMBER 2015 – NOVEMBER 2016

CUSTOMER SERVICE TRAINER, CONTACT US COMMUNICATION- HILLIARD, OH

- Creating training documents as well as a training slideshow
- Trained agents on the appropriate verbiage in different situations, email templates and the compliance of KPI's
- Assessed areas for improvement while gathering feedback from staff to ensure that customer expectations are met
- Logged and completed training rosters with time and review of trainee

MAY 2015 – FEBRUARY 2016

CUSTOMER SERVICE/ EMAIL AGENT, CONTACT US COMMUNICATION- HILLIARD, OH

- Responsible for follow up emails to customers
- Assisted in Supervisor calls
- Honed multitasking skills

EDUCATION & CERTIFICATIONS

MAY 2018

TECH TRACK, AMERICAN DIESEL TRAINING CENTERS, COLUMBUS, OH

SELECTIVE, INTENSIVE, HANDS ON 12-WEEK PROGRAM FOCUSING ON PMI, ELECTRICAL, DIAGNOSTICS, BRAKES, EMISSIONS. PROGRAM DESIGNED TO SUPPLY INDUSTRY WITH VETTED, HIGH CHARACTER PROFICIENTLY TRAINED TECHNICIANS

MARCH 2018

STEMCO QWIK KIT, STEMCO- TOTAL QUALITY MAINTENANCE

MARCH 2018

CREWSON ABA INSTALLATION, STEMCO- TOTAL QUALITY MAINTENANCE

MARCH 2018

GUARDIAN/PRO TORQ, STEMCO- TOTAL QUALITY MAINTENANCE

MARCH 2018

GRIT GUARD, STEMCO- TOTAL QUALITY MAINTENANCE

MARCH 2018

VOYAGER/DISCOVER PRO TORQ TRAINING, STEMCO- TOTAL QUALITY MAINTENANCE

MARCH 2018

EPA 609, MAINSTREAM ENGINEERING CORPORATION

JUNE 2005- FEBRUARY 2008

MILITARY, ARMY

2005

HS DIPLOMA, CIRCLEVILLE HIGH SCHOOL, OH

