

TIMOTHY S SEMAKULA

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Summary

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

Skills

- Report creation
- Report generation
- Credit card payment processing
- Route management
- Quality assurance controls
- Transportation solution development
- Materials transport
- High-energy attitude
- Inbound and Outbound Calling
- Problem-solving abilities
- Call Center Operations

Experience

Care giver/CNA | HOMEINSTEAD DEVER SOUTH DEVER CO. | 01/02/22-Current

- Driving to client's homes and taking care of them both that are in hospice care and those that are in facilities like nursing homes
- Giving residents company like talking to them walking around and doing the necessary physical exercise
- Doing light chores for them like doing their laundry and making their dishes
- Preparing residents food and reminding them to take their medications on time
- Taking care of then clients in hospice care like changing there under wears linen etc.
- Attending to call lights and making sure the residents always get whatever they what.

Customer Service Representative | Amazon - Commerce City, CO | 01/2021 – 01/01/2022

- Educated customers on special pricing opportunities and company offerings.
- Reviewed customer account information to determine current issues and potential solutions.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Confirmed delivery of orders and troubleshoot missed delivery dates, shortages and overages.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Supported operational improvements and resolution of problems to deliver top-notch customer service.
- Set up and activated customer accounts.
- Made outbound calls to obtain account information.
- Managed high volumes of inbound and outbound calls in fast-paced environment to build, cultivate and establish lucrative client relationships.
- Monitored queues and email inboxes to respond to consumers via multiple media formats.

Dish Network Technician | Dish Network, CO - Centennial, CO | 01/2019 - 01/2021

- Managed quality control and maintained high level of customer satisfaction.
- Demonstrated excellent mechanical knowledge of machine design, use, repair and maintenance.
- Drove team performance through training, coaching and motivation of line employees.
- Monitored and logged parts and devices used on service calls.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Supported customers with online billing, access and account issues.
- Informed senior leadership of product development issues discovered via technical support calls with customers.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.

Loan Officer | Pride Microfinance - Kampala | 02/2018 - 01/2019

- Analyzed applicants' financial status, credit and property evaluation to determine feasibility of granting loan.
- Executed loan origination process and ordered credit reports, appraisals and preliminary title reports.
- Educated customers on variety of loan products and available credit options to promote valuable decision-making.
- Obtained and compiled copies of loan applicants' credit histories, corporate financial statements and other financial information to update credit and loan files.
- Researched insurance information and flood certificates.
- Created financial analysis reports of commercial real estate, borrowers' financial statements, lease reviews and market research.
- Listened carefully to customer complaints and swiftly resolved issues by taking appropriate action.
- Performed daily maintenance of loan applicant database.

Education and Training

NDEJJE UNIVERSITY | Business Administration/Accounting | 03/2021

BBA: Accounting