

Courtney Johnney

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Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Quest Diagnostics - Belton, MO
October 2021 to July 2022

- Handles all customer inquiries received by telephone regarding reporting of patient results, inquiries of tests and services, concerns of service failures and other duties to provide superior service
- Report laboratory results to clients and patients using established protocols
- Document reporting or call history in required format and maintain complete and accurate records
- Contact the client to resolve routine matters related to patient testing and result reporting
- Provides education and guidance to clients about Quest Diagnostics lab processes
- Understands the importance of Quality Service and how it is measured
- Perform other duties as required to meet the customer requirements

Fullfillment Specialist

Chewy (fulfillment and distribution) - Belton, MO
August 2021 to November 2021

- labeling, replenishing, box making, loading/unloading trailers, moving stowed product to various locations utilizing a Forklift, etc.
- Fulfill and organize orders to ensure customer delivery process is efficient and accurate.
- Create accurate shipping documentation for domestic shipments.
- Utilize Power Industrial Trucks, material handling equipment, safely and efficiently, to receive or transport product to storage and staging locations.

Tier 1+Customer Service Representative

Conduent - Kansas City, MO
January 2020 to December 2020

Assist customers with their billing accounts and technical support.

- Help customers understand what they were billed for.
- Walk customers through how to sign up for new services on their device.
- Walk customer through via phone on how to troubleshoot issue on device.
- Knowledge of MACOS system
- Phone Customer service 1 year
- Help customer update software on device & iPad OS

CUSTOMER SERVICE

NBC Service Center - Lee's Summit, MO
July 2017 to October 2019

Lee's Summit, MO

- Responding to request from USCIS field offices and managing the distribution of responses to inquiries.
- Confidential file handling- Deliver files, search for files, organize files
- CUSTOMER SERVICE
- Analyze problems to identify significant factors, gather data, recognize solutions; plan and organize work; and communicate effectively orally and In writing
- Interacting with immigration officers and analyst about file location and problem solutions.
- Emailing clerks, officers, supervisors.
- Draft, review, revise, and issue written and oral responses to congressional inquiries within prescribed time frames.
- Answer general and cases-specific immigration questions at USCIS information rooms, which are open to the public.

EXPERIENCE

Order Filler

JcPenney Distribution Center - Shawnee Mission, KS
September 2018 to November 2018

Order Filer

- Unpack/pack incoming/outgoing merchandise Check for damage or mislabeling
- Use handheld tracking scanner device to locate merchandise Update inventory records
- Send customers requested purchased merchandise

Overnight Remodel

Target Distributions - Overland Park, KS
February 2017 to June 2017

Overnight Remodel

- Responsible for store's new interior designing
- Follow blueprint and designs
- Assist customers with their needs as needed

Education

High school diploma

Southwest Early College Campus - Kansas City, MO
May 2016

Manual Career Technical Center - Kansas City, MO

Skills

- Customer Service
- Customer Support
- Customer Care
- CSR
- Administrative Experience (3 years)

- Data Entry Skill (4 years)
- Technical Support (1 year)
- Mac OS
- Software Troubleshooting
- Desktop Support
- Warehouse experience
- Turret trained (Less than 1 year)

Certifications and Licenses

Certified Nursing Assistant (CNA)

April 2016