Erica Stowers

385 East 21st Street, Dubuque, Iowa, 52001

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Experienced call center senior agent including floor support, lead duties, quality assurance, training, coaching, and taking supervisor requests/complaint calls on 12+ product lines

World class customer service agent 10+ years with experience in person, phone, and email with proven verbal and written communication skills to ensure one call resolution. PC skills include navigating multiple computer screens as well as several applications at once, data entry, Microsoft Office, 10 key, with typing speed of 57 w/p/m at 97%

Previous cleaning experience with Hancock House, PBS, Potosi Brewery, and cleaned DOT,USArmy Reserves, Focus Services, Entegee, Colonial Terrrace, etc.

*Custodian*  *Midwest Janitorial Services 99*0 Cedar Cross Rd, Dubuque, Iowa, 52002 Oct 30, 2018 – May 13, 2019 Traveling commercial cleaner/janitor, secure buildings, order and stock supplies, tools, and products.

*Innkeeper Staff*   *Four Mounds* 4900 Peru Rd, Dubuque, Iowa, 52001 Sept 22, 2018 – May 13, 2019 Bed and Breakfast staff assist with Breakfast and cleaning. Food Safety Certification expires May 2024

*Banquet Server* *Hotel Julien Dubuque* 200 Main Street, Dubuque, Iowa, 52001 March 31, 2018 – Current Set up and tear down events, serve guests, satisfy customer requests, and staff receptions and business meetings, work individually or as part of a team.

*Good Start Mentor Pleio* Independent Contractor work remotely helping people stay on new Rx's. October 2017–March 2018

*Front Desk Days Inn Motel* 1111 Dodge Street, Dubuque, Iowa, 52003 July 5, 2016 – August 3, 2017 Provides customer resolutions for all inquiries and complaints in addition to answering phones, making reservations, and accurately tracking sales and hotel procedures, and aiding management as needed.

*Retail Coverage Merchandiser Acosta Inc, Marketing and Sales* 6600 Corporate Center Prkwy, Jacksonville, Florida, 32216 October 24, 2015 - March 10, 2016 Retail sales vendor for assigned territory to cover all merchandising events and special projects. Call on grocery stores to maintain full distribution, stock display products, price merchandise as appropriate, ensure adherence to approved planograms, correct out of stocks, and cut in new items, tag and shelf.

*Banquet Server Best Western Plus/Champps Americiana* 3100 Dodge Street, Dubuque, Iowa, 52001 September 5, 2014 - August 15, 2015 Work as part of a team for large business meetings, conventions, events, and receptions. Responsible for set up, serving, cleaning, tear down, and flipping room for next event. Work alone to serve smaller parties in the conference rooms and work multiple parties at once.

*Quality Team Customer Care Agent American Customer Care* 1800 Radford Road, Dubuque, Iowa, 52002 December 15, 2014 – April 4, 2015 Dispatch Janitorial Work Orders from multiple clients with ABM (American Building Maintenance) cleaning assignments. Answer calls for ABM Parking Division, IFS Engineering, and local branches. Received promotion to Quality Control due to efficiency, accuracy, and correct error reports.

*Senior Agent and Trainer WS Live* 131 West 10th Street, Dubuque, Iowa, 52001 March 28, 2011 –May 5, 2014 Work with 12+ lines of client products for pet and horse product lines including Farnam, , Four Paws, Breeder’s Choice, Adams, Bio Spot, Zodiac and Professional Lines: Starbar, Zoecon, & VPL in fast paced call center. Access multiple computer screens per call or email. Maintain client database by documenting the call correctly. Data entry required with proper reason and product codes. Microsoft Word, PowerPoint, and Excel charts used daily. Recognized for the highest quality score in the history of LifeLock program. Work closely with client and employer, as Central Garden and Pet's trainer at WsLive creating training materials, presentation on new ingredient, and develop reply email templates which boost efficiency. Additional assignments floor support, call monitoring, difficult customer call backs, supervisor calls. Received Above & Beyond Call of Duty Award & Agents In Action Committee President

*Manager and Photographer Sears Portrait Studio* CPI Images 555 JFK Road, Dubuque, Iowa, 52003 April 16, 2006 – March 26, 2011 Oversee all daily studio functions including reports, conference calls, sales meetings, training, staffing, grading photos, outreach, handling money and balancing registers. Handle business to business cross promotion marketing and various office tasks. Work with associates to promote sales averages and attain company sales goals. Teach and maintain the quality rating as a 5 Star Photography Studio.

**EDUCATION**

Life Leadership 2015 to 2017 Leadership development education

Northeastern Iowa Community College 2003-2004 Classes in Business, Management, and Office/Computer Skills including Microsoft Office, keyboarding,

Dubuque Senior High School 1998-2000 Graduated with Honors and Treasurer for DECA Program.

Hempstead High School 1996- 1998 Student Council Member and Football Cheerleader.

**REFERENCES**

Available upon request