

# KIMBERLYNN MITCHELL

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## Professional Summary

Experienced customer service professional with strong leadership, relationship-building, and presentation skills. Meticulous attention to detail, excellent at juggling multiple tasks and working under pressure. Exceptional leader talented at motivating others, learning current ideas and integrating them into desired results. Talent for resolving customer conflict in an expedient and tactful manner.

## Skills

- Creative problem solver who specializes in standardization
- Strong client relations, becomes the go to person
- Quick learner – learned a database in a month with ability to train and answer questions
- Ability to effectively communicate with the people with different levels of understanding
- Ability to firmly grasp new databases quickly
- Ability to meet deadlines and have the tenacity to work through obstacles
- Positive attitude, not easily offended, and acceptance allows team building to take place
- Self-motivation, self-control and attentiveness prepares me to work through any conflict to a resolution
- Organization skills led to several projects completions finishing on time and on budget
- Effective team leadership skills developed for 30 years led various teams to successful outcomes
- Strong verbal communication skills used on a daily basis over the last 24 years

## Experience

### Customer Service

- Answered an average of 40 calls per day addressing customer inquiries, solving problems and providing or clarifying database information
- Assembled a team of four untrained individuals, provided training, and assigned each one specific tasks to perform during data base transfer operations ensuring old and new data matched
- Logged an average of 800 customer interactions monthly by providing an elevated customer experience to generate a loyal clientele becoming the most requested person not only from my base but others as well
- Served as senior customer service representative for 7 locations/1500 personnel providing answers for all questions and/or coordinating issues by addressing customer concerns, demonstrating empathy and resolving problems on the spot whenever possible
- Developed rapport with company customers by sending thank you cards after payment which retained a dialog between the business and customer
- Persistently asked open-ended questions to assess customer needs to efficiently get to the root of the issue
- Identified 30 database problems persuaded programmers of the impact of those to effectively resolve

## **Communication**

- Acted as a liaison to the group commander to meet his/her needs, suggested training requirements, developed the training, and presented the training
- Guided a subject matter expert group to develop a list of database shortfalls, formulate a future change plan and implement that plan throughout the missile community
- Created/Orchestrated the monthly data integrity meeting monthly, and briefed findings to the group leaders
- Answered phones and directed to appropriate individuals, greeted customers and determined their importance through priorities given
- Served as senior customer service representative for 7 locations/1500 personnel providing answers for all questions and coordinating resolution of database issues for all missile bases
- Chaired four database change meetings and product test meetings to debug changes/rectify concerns to eliminate project delays

## **Database Management**

- Performed day to day administrative tasks such as extracting data, comparing data, and producing four reports outlying the issues Unit liaison between customers at unit, the programmers, and command headquarters by explaining database issue effectively which was crucial to getting it resolved promptly
- Identified, reviewed and corrected incorrect or incomplete data entered in the database keeping errors to 2% meeting the command standard
- Responsible for hundreds of transactions a month, for the initial set up of new user profiles, transferred users to other shops, deleted old users and reset user passwords
- Extracted customer reports, performed daily reviews on new work orders, checked status of the assets and completed work orders for compliance and accuracy.
- Authored/Trained database skills twice a month to 50 customers lowering the phone volume by 5%
- Maintained database integrity, with a data integrity error rate less than 2%, by educating, reviewing/changing procedures, and providing visual aids to help correct documentation
- Unit liaison between customers at unit, the programmers, and command headquarters by explaining database issue effectively which was crucial to getting it resolved promptly

## **Education**

**Associate of Science:** Electronic Systems Technology, 1993

**Community College of the Air Force** - Montgomery, Alabama

**Bachelor of Science:** Physical Education, 1982

**The College at Brockport** - Brockport, NY

## **WORK HISTORY**

01/15 – 09/17 GT Technologies LLC- IMDS Computer Operator- DBM

08/13 – 01/15 Alliance Technical Services- IMDS Computer Operator- DBM

01/12 – 08/13 W. G. Dale Electric Co- Scheduler

10/11 – 04/12 Sam's club -Cashier

05/09 – 05/11 Computer Information's System Manager