

# Jeremy Jarratt

## Customer Service Representative

jeremy.jarratt@gmail.com

6750 Shenandoah Dr Apt 2 Florence, KY 41042

859.918.5859

### EXPERIENCE & EMPLOYMENT HISTORY

#### Sales Associate

*McCutcheon Music*

Sales, rentals, and minor servicing of musical instruments

1/2009 – 5/2009

Centerville, OH

#### Web Developer Consultant

*Robert Half Technology*

Web and graphic design, web development

4/2008 – 11/2008

Dayton, OH

#### Internet Services Representative

*Victoria's Secret Direct*

Fielded calls and e-mails, did technical and billing troubleshooting, maintained customer records. Also built and maintained Bath and Body Works company intranet site.

9/2004 – 11/2007

Kettering, OH

#### Customer Service Representative

*GE Consumer Finance*

Answered phones, maintained customer records, worked with JC Penney credit card holders.

11/2003 – 9/2004

Kettering, OH

#### Customer Service Lead Representative

*Powertel, Inc.*

Supervised 15-20 employees, handled escalated calls, trained employees, ran call center reports, did technical & billing troubleshooting.

3/1999 – 9/2000

Jacksonville, FL

#### Customer Service Representative

*Citibank Universal Card Services*

Answered phones, managed customer accounts including detailed notation of contacts, account maintenance and billing assistance and troubleshooting.

9/1998 – 11/1998

Jacksonville, FL

#### Customer Service Cube Leader

*Accustaff, Inc./AT&T Wireless Services*

Mentorship position involved coaching of personnel, managing accounts, troubleshooting, and handling calls.

2/1997 – 8/1998

Jacksonville, FL

### EDUCATION

#### The Recording Workshop

*Professional/Certified*

Certificates received for: Recording Engineering & Music Production, Studio Maintenance & Troubleshooting.

Chillicothe, OH

Nov. 1991

#### Wright State University

*Coursework*

Classes taken include Creative Writing, English, History, and Practical Mathematics.

Fairborn, OH

8/1990 - 3/1991

#### Tecumseh High School

*Diploma*

Majored in English and Music. Elected Senior Class President.

New Carlisle, OH

June 1990

### SKILLS

- MS Windows
- Mac OS
- Unix/Linux OS
- NeXT OS
- 3270/terminal emulators
- Lotus Notes
- Remedy AR
- MS Office
  - Word
  - Excel
  - PowerPoint
  - Outlook

### ADDITIONAL INFORMATION

I have been commended for attendance, communication skills, taking initiative, and for being helpful to others by taking a very "team-oriented" approach. I learn new skills and techniques easily and am excellent at finding and developing process improvements.