# Rachel Pierce

Professional Title

+1-567-9765-9754    Linkedin.com/congo11    www.tcnjcl7.com    tcnjcl7cccw@gmail.com

## EDUCATION

**BACHELOR'S DEGREE**

St. Louis Medical Centre, California, USA

May, 2012 – 2014

**BACHELOR'S DEGREE**

St. Louis Medical Centre, California, USA

May, 2012 – 2014

## SKILLS

- Emotional Intelligence
- Time Management
- Professionalism
- Critical Thinking
- Effective Communication

## CERTIFICATIONS

**NAME OF CERTIFICATION**

May, 2012 – 2014

**NAME OF CERTIFICATION**

May, 2012 – 2014

## SOCIALS

**LINKEDIN**
www.Linkedin.com/rachelhama

**TWITTER**
www.twitter.com/rachelhama

**FACEBOOK**
www.facebook.com/rachelhama

## PROFILE

A growth-focused executive with **15+ years** of experience in B2B IT Sales, B2B Sales, product management, and business development. Adept at initiating increased operational excellence, reducing costs, and supporting challenging business goals across highly competitive environments. Demonstrated expertise in overseeing the adoption of standards.

## WORK EXPERIENCES

**YOUR JOB TITLE HERE**

*Company Name, City, Country, 2012 – 2014*

Working in an Ambulatory Surgery Services, my roles include preparing patients for outpatient procedures, taking medical history, ordering tests, prescribing antibiotics as well as recovering.

- Acted as an awarding-winning Real Estate Agent and directed activities as a Head of Law Clerk Program by employing sales and leasing skills to represent buyers, renters & sellers
- Facilitating clients with international relocation, utilizing contract development and negotiations. Focus on helping customers through a stressful moving process while maintaining a sense of calm, making the moving process as easy as possible.
- Conducted training of new agents
- Reviewed and assisted in the preparation of budgets and 10+ strategic plans, utilizing sound problem-solving skills.

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**Evelyn U. Salvador**

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*Interactive Computing Software Skills* Kenneth C. Laudon,1997     *The Software Encyclopedia 2000* Bowker Editorial Staff,2000-05     **Microsoft Word 2000** Kenneth C. Laudon,Kenneth Rosenblatt,1999-05 Part of the Interactive Computing series this work provides a visual way of developing and applying software skills This edition looks at Microsoft Word 2000 and it includes business focused case studies and Hot Tips boxes for advice     Microsoft Word 2000 Teresa Adams,Stella Smith,1999-04 An introduction to Microsoft Word 2000     Word 2003 Scott Basham,2004     **Stepping Thru Ms Office Int03tx** Fulton,Neilsen,2004-04     Cruising America On-Line 2.5 Grace J. Beatty,Grace Joely,1995 Bestselling authors Dr Gardner and Dr Beatty present a revision of the original Cruising America On Line This new Visual Learning Guide will teach the reader about the updated version of AOL Easy to follow screen shots that show the reader exactly what will appear on their computer screen help to make this an ideal guide for the beginning to intermediate user     *What's New in Microsoft Office 2003* Catherine Manning Swinson,Cheri Manning,Cheryl Manning,Donald Amoroso,2004-07 Thousands of learners have asked for high quality materials that focus on technologies that go beyond core applications of Microsoft Office McGraw Hill Technology Education has answered these requests with 4 new titles making up the Plus Series This books were designed to stand alone as primary texts or to supplement instruction in core courses The Plus Series books are brief easy to use and less expensive than primary textbooks     *Proceedings - Offshore Technology Conference* ,1990

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Policy & Procedure The Call Center hours are from 7:00 am to 5:00 pm Monday-Friday. The Data Center Operations staff answers the Call Center phone after normal business hours. Call Center Policy and Procedure Manual- Feb 3, 2020 — CALL CENTER POLICY MANUAL. TABLE OF CONTENTS. I. Non-Clinical Staff ... Ensure policy and procedure manuals are current and followed by staff. Call center standard operating procedures and best practices Jul 27, 2023 — Call center Standard Operating Procedures (SOP) are a set of instructions that a workplace puts into practice. This set helps employees and ... Call Centre Standard Operating Procedures Jan 23, 2023 — 1. The call gets routed to an Agent. · 2. The call will be answered within 3 rings. · 3. The Agent will greet, identify himself/herself and ask ... Standard Operating Procedures for Call Centers SOPs define everything from staffing schedules to handling workload and call load forecasting to specifying how calls should be reviewed. Call Center Compliance Call center training manual examples may contain information about what procedures to follow for inbound calls or outbound calls. Comprehensive training and ... Why Are Call Center Standard Operating Procedures ... Your standard operating procedures will cover areas like staffing, best practices for time management, setting clear KPIs, and staying compliant. Call Center Floor Rules And Etiquettes For Best Management Always give value to your customer. The call center always tries to get maximum customer satisfaction. Agents must follow all the call center floor rules ...