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## DELANA WARREN

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### Objective:

To leverage my customer service expertise and problem-solving skills to effectively resolve escalated inquiries and enhance customer satisfaction in a dynamic environment.

### Education:

**High School Diploma, Laurel High**

### Experience:

#### **Registered Behavioral Technician, Verbal Beginnings, Columbia, MD**

Jul 2022 - Dec 2024

- Promoted positive behavior change by utilizing reinforcement strategies, enhancing client satisfaction and loyalty.
- Developed in-depth knowledge of behavioral techniques to communicate effectively with clients.
- Assisted in training sessions to develop new skills and responsibilities.

#### **Customer Service Representative, 3 Day Blinds, Remote**

Oct 2021 - Mar 2022

- Responded to customer requests via email and phone, maintaining high professionalism and quality assurance scores.
- Coordinated with logistics to expedite shipping, improving productivity performance.
- Negotiated solutions with dissatisfied customers, establishing positive rapport and testimonials.

#### **Call Center Agent, Gutter Helmet, Millersville, MD**

Mar 2021 - Sep 2021

- Managed escalated customer inquiries efficiently, maintaining detailed records for quality monitoring.
- Collaborated cross-functionally to resolve complex issues, enhancing communication efforts.
- Handled high volumes of customer interactions while maintaining excellent quality scores.

### Skills:

Customer Service | Problem-Solving | Communication | Time Management | Team Collaboration | Data Entry | Scheduling | Negotiation Skills | Sales Strategies | Detailed Oriented