

Sharol Owens

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Authorized to work in the US for any employer

Work Experience

Remote Sales Representative

SelectQuote/SelectRx-Kansas City, MO

March 2023 to Present

Working with customers and clients for Medicare Benefits/Life Insurance. High paced inbound and outbound calls to help customers find the best plan for their needs.

Customer Service Representative

Full Potential Solutions-Kansas City, MO

January 2020 to March 2023

Escalated customer service and retention for T-MOBILE and tech support and account service for Frontier Communications.

Store Manager

Vapor Maven-Raymore, MO

November 2017 to January 2020

i work with customers in sales. I do inventory, including monthly full store counts and counting in the truck every week. I have hired a full staff and manager the time cards and payroll. I am diligent about giving task to my associates and making sure they are followed through. I handle all money from the bank to the register to make sure that the safe and register are correct. I have extensive experience with vape related mods and juice including CBD and Kratom.

Customer Service Representative

TriWest Healthcare Alliance-North Kansas City, MO

January 2015 to January 2019

Working with veterans and providers to get doctor appointment outside of the VA. Escalated calls.

Working with new hires to become better PSRs.

Event Coordinator

allied staffing-Lenexa, KS

September 2014 to April 2015

Responsibilities

Direct contact with HR of companies to set up health events to reduce costs of insurance for their employees. Worked with health professionals to set up time and location for them to work for the company events. Handled payroll questions. Used multi-lined phones and fax along with copiers daily.

Customer Service Representative

citi-Kansas City, MO

September 2010 to June 2014

Responsibilities

Escalation customer service. I handle supervisor escalation calls for a credit card company. Apply reason and understanding to the customers feelings and concerns

Accomplishments

I was promoted from sales to customer service and then to escalation customer service

Skills Used

Proficient in typing and computers including windows. 10key and multi-lined phones.

Escalations Specialist

accent marketing-North-Kansas City, MO

February 2007 to August 2010

Responsibilities

Escalation team that handled customers who were dissatisfied with their Sprint service. Able to de-escalate many situations and find a balance between customers and company.

Accomplishments

Promoted from customer service to escalated customer service within 6 months of being with the company.

Skills Used

Multi-lined phone, 10key, computers including windows.

Education

general (high school diploma)

blue springs high school-Blue Springs, MO

January 1991 to December 1993

Skills

- Team Building
- Retail Management
- Microsoft Excel
- Microsoft Office
- Customer Service
- training
- Operations
- Scheduling
- Sales
- Payroll
- Management
- Merchandising
- Retail
- Inventory
- Receptionist
- SharePoint

- Cash Handling
- Call center