Edyeane Gblee

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Authorized to work in the US for any employer

Work Experience

Retention Sales Representative

Spectrum - Charlotte, NC
January 2023 to Present

• Maximize customer and revenue retention via inbound and outbound telephone calls from and to commercial customers requesting Disconnect/Downgrade of service while attempting to retain and grow their business
• Actively and consistently support all efforts to simplify and enhance the customer experience
• Responsible for skillfully retaining customers through positive customer relationship building
• Responsible for creating developing long-term relationships with new and existing customers

Flight Attendant

Spirit Airlines - Miramar, FL
August 2021 to December 2022

• Ensured aircraft and passenger compliance with policies, procedures, regulations and safety guidance.
• Resolved passenger situations during flight involving disorderly passengers and medical emergencies.
• Ensure safety and comfort of customers onboard aircraft.
• Demonstrated proper use of safety equipment and seatbelts to inform and educate passengers prior to takeoff.

Service Experience Professional (Temp)

LPL Financial (Aerotek Staffing) - Fort Mill, SC
December 2020 to August 2021

• Provide clients with timely, correct, and relevant information
• Assist customers with account balances , account inquiries as well as helping customers resolve difficult financial transactions

Client Service Representative (Temp)

Vanguard (Randstad Staffing) - Charlotte, NC
August 2020 to December 2020

• First form of contact when clients call in
• Assisted clients with a wide range of inquiries regarding their investments
• Ensured that all of the client needs and requests were met before ending or warm transferring the call.

Team Lead

The Body Shop - Charlotte, NC
March 2020 to August 2020

• Supported operational aspects of the shop in order to achieve sales targets and maximize profitability.
• Supported the management team in establishing and maintaining high sales performance and customer service.
• Supported the management team's performance through continual feedback, training and development.
• Supported the maintenance of excellent visual presentations, inventory management, facility maintenance and shop operations standards and demonstrate and uphold the values and vision of the company.

Education

High school diploma

William E Tolman Senior High School - Pawtucket, RI
August 2009 to June 2013

Skills

- Customer Service
- Time Management
- Call center (2 years)
- Customer service (5 years)
- Technical support
- Sales
- Desktop support
- Banking
- Fraud prevention and detection
- Financial services
- Customer relationship management
- Communication skills
- Computer skills

Certifications and Licenses

Google IT Support Professional

April 2023 to Present