

Caitlyne Porter

Carrollton, TX

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Professional Summary

Dedicated Customer Service professional with experience in inbound and outbound call handling, billing support, and account management. Skilled in resolving customer concerns, updating account information, and delivering positive customer experiences. Detail-oriented with strong communication and time management skills. Seeking a remote customer service position.

Professional Experience

Customer Service Representative

HomeTeam Pest Defense | 11/2023 – Present

- Conduct outbound calls to gather customer feedback on services and overall experience
- Handle inbound calls, answering questions and resolving customer concerns
- Update customer accounts including billing information, contact details, and address changes
- Assist customers with account cancellations due to relocation, financial concerns, or other needs
- Maintain a professional and positive attitude to ensure customer satisfaction

Lube Technician

Kwik Kar | 06/2022 – 11/2023

- Performed oil changes and routine vehicle maintenance services
- Conducted state vehicle inspections in compliance with regulations
- Checked and maintained essential vehicle components for safety and performance
- Worked efficiently in a fast-paced, team-oriented environment

Billing Specialist

Pacific Dental Services | 10/2020 – 05/2022

- Made outbound calls to notify customers of outstanding balances
- Handled inbound calls to assist with payment processing and account updates
- Helped customers set up payment arrangements or adjust payment dates
- Provided clear and professional communication regarding billing issues

Skills

- Customer Service & Support
- Inbound & Outbound Call Handling
- Billing & Account Management
- Data Entry & Record Management
- Microsoft Office (Word, Excel)

- BirdEye Chat Software
- Time Management
- Problem Solving
- Communication Skills

Education

High School Diploma

Creekview High School | 2011

Certifications

Automotive Technician Certification | 2024