

JANINE E. SCHLIMGEN

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PROFESSIONAL SUMMARY

Visually impaired professional with an established history as a call center operator, customer care representative, and accounts manager. I am proficient in delivering an excellent service through complex problem-solving and meticulous organization of client data. I am currently seeking a part-time position to provide a world-class customer experience.

CORE COMPETENCIES

- Microsoft Office
- Accounts Management
- QuickBooks
- Schedule Coordination
- Customer Service
- JAWS

EMPLOYMENT EXPERIENCE

FP Mailing Solutions Addison, IL
Customer Care Representative *September 2007 – March 2019*

- Effectively resolved customer's inquiry regarding service, product, and billing for customer satisfaction using the REDCAP Philosophy.
- Provided information and regular updates to customers following new software upgrades for ease of use and access.
- Contacted customers to assist with meter inspection forms to comply with the United States Postal Service.
- Assisted customers through the internet to update business contact information, process invoices, and purchase office supplies to support business growth and development.

DuPage Center for Independent Living Glen Ellyn, IL
Volunteer *June 2006 – August 2007*

- Operated as the first point of contact as a front desk receptionist to provide accurate information to visitors at a senior wellness center.
- Controlled multiple phone lines to deliver accurate information of customer inquiries and directed incoming calls to interested parties in a professional manner.
- Instructed and assisted clients with hearing impairments using the ITAC Phone Systems.

Cushman & Wakefield Oak Brook, IL
Assistant Property Manager/Tenant Service Coordinator *March 2001 – October 2004*

- Served as the first point of contact and liaison to all tenants to ensure exceptional customer service.
- Prepared invoices and new tenant contracts to accurately reflect the correct transaction through various methods of payment using QuickBooks.
- Processed daily work orders to delegate tasks to maintenance crews and engineers for timely repairs.

EDUCATION

Donka, Inc. Wheaton, IL
IBHE Certified Computer and Assistive Technology Program

Madison Area Technical College Madison, WI
Marketing & Fashion Merchandising Coursework

Madison Memorial High School Madison, WI
High School Diploma