

# RITA KIEN

---

## PROFILE

### Intuitive and Results-Oriented Customer Service Representative

- With more than 13 years experience working in fast-paced and stressful environments.
- Earned reputation as a taskmaster by improving overall productivity.
- Computer skills include Microsoft Office (Word, Excel, and Outlook), and Remedy.

## AREAS OF EXPERIENCE

- Assessing needs
- Managing client relationships
- Arbitrating and resolving problems
- Maintaining controls
- Researching / analyzing information
- Attending meetings
- Training personnel
- Processing / expediting orders and requests
- Arranging shipping/delivery
- Prioritizing time / projects
- Invoicing / collections
- Generating / maintaining / distributing reports
- Ordering / managing supply inventory
- Insuring prompt turnaround time

## EXPERIENCE

QUIXTAR.COM, Houston, Texas 2010 to Present  
**Customer Service Representative**

Provided customer service and sold household goods, and health and beauty aides. Assisted clients throughout process of registering and ordering online. Resolved ordering and shipping problems with UPS and U.S. mail. Handled ordering, invoicing, and collections.

DUKE ENERGY *Houston, Texas* 1998 to 2010  
*(formerly know as PanEnergy and Panhandle Eastern Corperation)*

### **Customer Support Representative (2007 to 2010)**

Served as one of four representatives supporting 8,000 internal customers. Insured compliance to regulations. Assisted customers in logging on and getting into database. Worked with new employees to create user names, passwords, and access. Utilized Remedy software to document steps taken to resolve problems. Maintained a 24-hour on call status one week of every month. Notified users regarding changes in applications.

- Contacted project managers, application system managers, programmers, and backup programmers of each application as part of a transmission update project
- Chaired weekly change control meetings, which provided managers with information on application changes

### **Customer Support Representative (2006 to 2007)**

Participated on Y2K Project to insure availability of appropriate information to internal customers

- Researched and created vendor records to insure compliance
- Chaired weekly change control meetings, which provided application managers with information to make timely decisions to meet Y2K deadline

### **Report Distribution Representative (2002 to 2006)**

Supported the distribution of computer reports to general ledger, gas plant accounting, revenue billing, and gas measurement departments. Ordered and managed \$1 million in annual computer supplies.

- Changed ordering process, became only person to order supplies, ordered in bulk, consolidated supplies, and reduced inventory by 50%, which saved expenses for an area charged back per square foot

### **Scheduling Representative (1998 to 2002)**

Worked with each department to coordinate jobs and make certain data was edited and ready for processing to create month-end reports for payroll, gas measurement, revenue billing, and general ledger. Updated processing procedures. Compiled and delivered reports. Provided programmers with recommendations to improve productivity. Trained new operators.

## **EDUCATION**

DEL MAR COLLEGE, Corpus Christi, Texas