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Helen T. Gervase

Objective: To obtain a challenging and rewarding position leading to growth and opportunity where my Professional skills and work experience can be applied.

Professional Experience

2009-Present **FSV Payment Systems, Incorporated** Jacksonville, FL

Customer Service Quality Support Specialist

- Responsible for daily monitoring of the call center representatives in Jacksonville and Guatemala
- Assist the trainer with new hire training. Refresher training on applications already in use
- Provide monitoring and feedback to new associates for the first month out of training and on the floor taking calls. Floor support/coach and monitor.
- Coach and review policies and procedures with the customer service representatives in classroom training sessions
- Provided one on one sessions with associates when needed to reinforce quality standards in place to provide world class service to our clients and customers.
- Assist with the weekly call monitoring sessions with our existing clients
- Provide our customer service representatives with the tools and knowledge to succeed
- Handle daily attendance and any disciplinary issues/concerns with new hires..
- Handle various special projects, in addition to focusing on my own daily responsibilities.
- Provide quality customer service both internally and externally

Customer Service Call Center Supervisor (Temporary Position Feb 09 – May 09)

- Responsible for the daily supervision of the customer service representatives in the Jacksonville call center.
- Assisted the customer service supervisors on a daily basis to help them get caught up on their daily/weekly/monthly responsibilities
- Monitored phone calls, attendance and provided coaching and feedback to the existing teams in house
- Provide quality customer service to cardholders and clients
- Handled various special projects with deadlines
- Helped the command center monitor the representatives activity on the phones when need be. Assisted where needed during this temporary time

2002-2009

Ansell Health Care LLC

Red Bank, NJ

Customer Service Supervisor (Professional/Consumer Divisions)

- Responsible for the on-going supervision of the Customer Service Representatives. Customer/Distributor interaction regarding concerns and issues on a daily basis.
- Responsible for seven Customer Service phone Representatives. Five in the domestic Professional /Consumer Division. (Public Sector and Retail). Two in the Latin America Professional and Consumer division.
- Responsible for quality phone monitoring for all Customer Service Associates on a daily/monthly basis.
- Create and maintain an environment that promotes teamwork and positive communications within the department.
- Administer performance appraisals and feedback to Customer Service Representatives monthly and on an annual basis. Interview new potential candidates for the team.
- Handle all disciplinary situations appropriately and in a timely manner.
- Perform maintenance system requirements for new and existing Professional and Public Sector accounts.
- Manage special/contract pricing in AS400/PRMS system for Public Sector Division.
- Daily internal contact with sales, marketing, distribution, supply and logistics, IT and credit department.
- Daily external contact with customers, distributors, hospitals, government agencies and shipping lines.

1998 – 2002

Ansell Health Care LLC

Red Bank, NJ

Senior Customer Service Representative (Consumer Public Sector Division)

- Process and verify the accuracy of orders, credits, debits, problem solving and overall quality of service.
- Respond to and support all field sales personnel and distributor requests.
- Meet Customers expectations daily.
- Work with Credit Dept, Planning Dept, supply and perform assigned system maintenance.
- Direct external daily contact with Customers and Distributors. Internal contact with Sales force, Credit, Marketing, Supply, Production, IT and Scheduling.
- Train other Representatives on the AS400 system and Public Sector Accounts.

1989-1998

Party City Incorporated

East Brunswick, NJ

Assistant Supervisor/Retail

- Organized and maintained front end duties, trained front end sales clerks on Retail business.
- Responsible for Customer complaints and returns as well as special orders.
- Monitor registers and all activity concerning Customer Relations.

1987-1988 **Medical Arts Bureau, Inc.** Somerset, NJ

Data Entry Operator/Medical Billing

- Billing Services for Anesthesiologists.
- Prepared bills and credit information pertaining to Customer profiles.
- Client contact via phone for collections and billing preparation.

1985-1987 **New York Airlines** Newark, NJ

Gate/Ticket Agent/Customer Service

- Responsible for Customer Service duties at Ticket Counter and Gate area.
- Responsible for all Jet way operations at the Gate.
- Handled Customer complaints and overall satisfaction and operation of the Airline Industry.

1982-1985 **Davis Polk Wardwell** New York, NY

Legal Secretary

- Office duties for Senior Attorney and two Paralegals.
- Organized documents pertaining to Bond Funds, Letters, Memos, handled all Legal office duties.
- Scheduled Meetings, Conference calls and the overall operation of running the office.

Education:

Jan 04 -Dec 04 **Certificates** Red Bank, NJ

Ansell In-house Six Sigma Seminar Certificate of completion.
Skill Path Seminars How to Supervise People Certificate of completion.
Ansell In-house Seminar New Supervisors Managers Certification of completion.
Ansell Business Conduct Courses Certificates of completion.

1984-1985 **Travel Institute** New York, NY

Travel Course relating to Airlines, Hotels, Reservations, Cruises, Rental Cars and all aspects of Travel.
Received a Certificate of Completion in the Travel Industry.

1979-1983 **St. Joseph High School** Brooklyn, NY

Academic/Business Courses. Graduated with a Business Diploma in Business Office Skills and Accounting Courses.

Skills:

All window applications such as 95/98/2000/XP, All Microsoft Word applications 97, 2000, 2002, Excel, AS400, Lotus Notes, Outlook, Avaya CMS, CXM, Mitel and Internet applications. Great interpersonal skills, ability to work well as a team or independently. Strong managerial and communication skills attention to detail and quality, dependable and organized. Dedicated to do my best both personally and professionally.

References Available upon request.

