

# MARK WOOLDRIDGE

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## SUMMARY

- Experienced Customer Support Provider for over 15 years.
- Keen troubleshooter with a passion for solutions.
- Compassionate, caring, yet business focused in driving results.
- Proven record in amazing and delighting customers at the right margins.

## CORE QUALIFICATIONS

- Focused on customer satisfaction
- Seasoned in conflict resolution
- Training and development
- Strong problem solving ability
- Troubleshooting skills
- Computer Expertise
- Dedicated to process improvement

## PROFESSIONAL EXPERIENCE

- 05/2011 to Current      Relationship Care Consultant - At Home  
American Express Card Services – Salt Lake City, UT
- 2nd Level Customer support as a Customer Service Supervisor, Subject Matter Expert for front-line call center professionals.
  - Delivering Supervisor-level solutions not available to front-line staff, resulting in conflict resolution between customer expectation and company policy.
  - Earned monthly "Customer Choice Award" multiple times based on customer feedback.
  - Maintains Customer Satisfaction rating significantly beyond business set goals.
  - Constructed and equipped dedicated home office, including set up of computer, phone and Internet services.
- 04/1999 to 05/2011      Telephone Service Center  
American Express Travel Related Services, Inc. – Greensboro, NC  
Transition Team Coach (2007-2009)
- Continued training for newly hired Customer Care Professionals.
  - Motivational training to low performing Professionals.
  - Trained over 200 trainees in job role.
  - Achieved 97% Graduation Rate with 65% of graduates performing at or above business defined metrics.
- Service Recovery Specialist (2005-2007 & 2010-2011)
- 2nd Level Customer support as a Customer Service Supervisor.
  - Telephone coaching assistance to Customer Service Professionals.
  - Made reasonable procedure exceptions to accommodate customers experiencing a significant life event.
  - Performed customer account actions at management level, which resulted in greater customer satisfaction and reduced management workloads.
  - Earned the "Achievers Circle Award" in 2006 for achieving a Top 5% in Customer Service rating for three years in a row.

#### Internet Service Unit (2002-2005)

- Assisted Customers with the essential aspects of americanexpress.com by providing navigational and access assistance, while also providing traditional telephone based card accounts customer services.
- Met aggressive call handling time metrics as dictated by the business.

#### Customer Service Professional (1999-2002)

- Provided Account Information, processed financial adjustments and initiated billing disputes for customers credit card accounts.
- Developed effective relationships with all call center departments through clear communication.
- Trained on multiple card products with differing benefits and services.

11/1997 to 02/1999

#### Customer Care Technician

PC World – Guildford, United Kingdom

- Provided technical expertise with PC computers, and performed hardware and software upgrades.
- Managed and implemented the stores' new digital imaging department, training existing sales staff in the process.

## EDUCATION

2016

Bachelors: Business Administration

East Carolina University – Greenville, NC, USA

Expected Graduation in 2016.

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Associates (Equiv.): Electronic/Electrical Engineering

University of Dundee – Dundee, Scotland, U K

GCE A-Level Certification: Maths, Physics, Electronics, German

Godalming College – Godalming, Surrey, U K

## CERTIFICATIONS

2000: CompTIA A+ Computer Technician.