

Kelly O'Connor

Customer Service

Dagsboro, DE
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(484) 4101652

Great attention to detail, diligent, focused, very customer service and detail oriented, Work well under pressure.

Authorized to work in the US for any employer

Work Experience

DSP (Direct Support Professional)

Kaleidoscope - Bryn Mawr, PA
April 2018 to Present

Direct support to individuals on the Autism Spectrum. Certification obtained.

Head Dept Manager BDC

Loughead Nissan - Swarthmore, PA
August 2017 to January 2018

Head department Manager, Reynolds and Reynolds CRM. LotPro. Getting department running from ground up. Customer contact via phone web and text, schedule appointments, contact 100 plus customers daily, research and provide information requested by customer, worked with sub prime customers.

BDC Internet Manager

Piazza Honda of Springfield - Springfield, PA
August 2015 to August 2017

BDC is responsible for the interaction with customers via phone, web and text. Answering and responding to customers inquiries about vehicles for sale. Arranging appointments to the showroom. Customer service, Sales, appointment setting, answering multi line phone system. Reynolds software, Truecar, Edmunds.

Customer Service

ExpoLogic - Broomall, PA
December 2005 to December 2007

Customer service
-Data entry
-Assisted in warehouse
-USPS bulk mailing
-Stuffed envelopes

Front end Receptionist

Bala Executive Commons - Cynwyd, PA, US
November 2004 to December 2005

answered a multi-line phone system
-Greeted clients/patients for multi office complex
-UPS, USPS, Fed-Ex preparer
-Transcribing/Dictation
-Data entry
-Assisted in managing the office complex
-Sorted and distributed mail for 30 offices
-Miscellaneous office duties

Receptionist

U.S Mortgageline - Cynwyd, PA, US
May 2004 to November 2004

Front end Receptionist answered a multi-line phone system
-Greeted clients
-Processed credit reports
-UPS, USPS, Fed-Ex preparer
-Other miscellaneous office duties

Teacher Aide

Kids Choice Daycare - Upper Darby, PA
July 2000 to July 2003

Monitored daily activities of children - Provided a learning environment for children by organizing creative games and other activities.
-Educated children through various arts and crafts projects.
-Prepared nutritious meals for children, paying special attention to their health.
-Taught and modeled healthy eating habits.

Teacher Aide

The Seedlings Daycare - Upper Darby, PA
June 1998 to July 2000

Monitored daily activities of children - Provided a learning environment for children by organizing creative games and other activities.
-Educated children through various arts and crafts projects.
-Prepared nutritious meals for children, paying special attention to their health.
-Taught and modeled healthy eating habits.

Inbound Customer Service Rep

ICT Telemarketing - Eddystone, PA
October 1996 to May 1998

Received Inbound calls for multiple corporations (Hershey's, Lennox, Funny side up, Bell Atlantic)
-Data entry and customer support/inquiries/handled customer complaints.

Education

Diploma in Medical Office Assistant

Star Technical Institute - Upper Darby, PA
April 2004

High School Diploma

Ridley High School - Folsom, PA

June 1998

Social Work

DCCC - Media, PA

June 2012

Certification ASD

DPW

Skills

Automobile sales license, Autism Spectrum certification, 57 credits in Human Services/Social Work

Certifications/Licenses

Automobile Sales License

December 2016

Can apply and obtain new license

Autism Spectrum

April 2018 to Present

Computerized Medical Office Assistant Diploma

March 2004 to Present