

Jennifer Alling

Summary

A dedicated and versatile Telemarketing - Customer Service professional with strong attention to detail while prioritizing and completing tasks in a timely manner.

Flexible, able to multi-task when necessary to achieve individual and/or team goals with measurable results. Experienced supervising individuals as well as being an individual contributor. Utilized as a "go to person" for training and teaching others policies, procedures and/or processes.

Comfortable interacting with all levels of an organization and the public. Reliable, hard-working and a dedicated team player.

Work History

Career Factor, LLC

2021-Present

Outbound Telemarketer/Candidate Intake

- Provided one-on-one personalized call services to solicit, qualify and close candidates on detailed job descriptions resulting in pass through applications for a variety of information technology and office administrative positions in CT.
- Helped prospective candidates evaluate job descriptions including duties, responsibilities and compensation.
- Closed candidates on compensation, commute and skills.
- Updated Job Orders in the Applicant Tracking System (ATS).

The Shack Restaurant

2008-Present

- Performed food and drink server duties.
- Trained and mentored new wait staff.
- Handled restaurant maintenance tasks such as inventory, stocking and routine cleaning.
- Monitored liquor consumption for at risk patrons to limit liability and foster safety.

Denny's Restaurant

1998-2008

- Responsible for multiple positions including: shift manager; server; and cook.
- Reconciled daily financial transactions and bank deposits.

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(860) 552-9953

6R Meadowview Estates

Clinton, CT 06413

Competencies

- Strong Customer Service Skills
- Outbound Telemarketing
- Telephone Sales
- Recruitment Intake
- Client Facing Communication skills
- Deadline Oriented
- Staff Supervision & Training
- Cold Calling
- Task Management
- Strong follow-up skills
- Office Administration
- Able to work flexible hours based on changing business needs

Skills

- MS Office Suite
- Telemarketing
- Server
- Conflict Resolution
- Policy and Procedures
- Medical Case Research

References

Available upon request

- Excelled in a fast-paced work environment interfacing with customers and employees.

Education

Center for Addiction Recovery Training

Recovery Coaching

- 5-day intensive training
- Small group workshops
- Role play

Waterford Police Citizens Police Academy

Police Training

- 3-month training on police duties
- Physical defense and weapon safety
- 1 ride-along
- 1 day at the range

Branford Career Institute

Paralegal

- 2 year certificate program
- 200 hour internship at Superior Court Middletown, CT