

DANIEL DEVINE

Call Center Customer Service Representative

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SUMMARY

Highly skilled and experienced customer service specialist with 5+ years of experience and a proven track record of delivering outstanding service and building strong customer relationships. Possess excellent communication, problem-solving, and organizational skills. Demonstrated ability to handle complex customer issues with tact and professionalism.

OBJECTIVE

To secure a role as a Social Media and Texting Coordinator for Middle Seat Consulting LLC so that I can apply my achieved experience and proven skill set to realize my profound passion for progressive causes and political candidate victories.

WORK EXPERIENCE

Call Center Engagement Associate

[Cardworks Servicing](#)

☰ 07/2023 – current

📍 Woodbury, NY

- Answered phone inquiries with Genysis software and applied Agent Portal to resolve questions or complaints to ensure customer retention and satisfaction.
- Assisted and advised accountholder with their account balance, payments, and card status.
- Facilitated resolutions with established policies and procedures by reviewing Online Help.
- Updated and noted customer information within the Agent Portal.
- Collaborated with internal teams to initiate account collections and fraud investigations.
- Advised accountholders of billing dispute procedures.
- Determined when to escalate calls that require further assistance.

Field Organizer

[New York State Democratic Committee](#)

☰ 09/2022 to 11/2022

📍 New York, NY

- Canvassed persuadable voter universe, engaging in conversation and diverse communities by making over 100 phone calls per day and texting using NGP VAN.
- Spearheaded grassroots mobilization efforts, organizing, and managing a team of 100+ volunteers for door-to-door canvassing, phone banking, and voter registration drives,

resulting in a 25% increase in voter engagement and a strengthened campaign presence within the community (Politics, Volunteer Management, Grassroots Organizing)

- Collaborated with organizational leadership to both assess capacity and develop implementation plans.

Customer Service Representative

Northwell Health Inc.

☰ 07/2016-03/2022

📍 Lake Success, NY

- Answered patient calls in a high-volume ACD call center while supporting a 57% growth in call volume from 2020 to 2021.
- Utilized various software applications to schedule appointments, verify demographics, confirm contact information, and update health insurance coverage.
- Identified trends and used data to mitigate future issues.

Insurance Claims Representative

Berkeley Group (AON Corporation)

☰ 7/2008-3/2009

📍 Jericho, NY

- Answered inbound calls from customers concerning travel insurance for cruise lines.
- Provided computerized updates for documented claims.

SKILLS

- Outstanding attention to detail with exceptional writing skills to create compelling political narratives that persuade target audiences.
- Strong problem-solving and conflict-resolution skills.
- Ability to multitask and handle high call volume in a fast-paced environment.
- Proficient in software, including MS Office, Windows 11, Genysis, and NGP VAN.
- Friendly and patient demeanor that builds relationships with valued customers.
- Fast learner, able to quickly adapt to changing policies and procedures.

EDUCATION

A.S. Business Administration | Farmingdale State College | Farmingdale NY 11735
CompTIA ITF+ Certification