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Summary

A diverse background in customer service, operations, and case management roles for notable companies like Uber, Kia Motors America. I have demonstrated my ability to resolve problems, provide exceptional customer service, and manage complex tasks. My experience includes identifying and investigating risk, coordinating information, training and managing teams, and ensuring customer satisfaction. Overall, I possess strong problem-solving, communication, and organizational skills.

Experience



Service Team Anaylst III - Ops Commander

Uber

May 2022 - Present (1 year 3 months)

- Identify and prioritize the potential defects, report the valid bugs to engineering, and investigate the false reports.
- Ensure the appropriate and exhaustive investigation is conducted to produce a high-quality engineering defect report
- Maintain effective communication with other teams throughout the investigation.
- Capability to identify useful and pertinent trends and insights for specific investigations.
- Analyze, investigate, and respond in a timely manner to service issues and requests based on internal documentation and, when necessary, creative thinking.
- Apply system issues notifications received from Product teams to inform internal and external partners of ongoing critical incidents.
- Improve the team's troubleshooting guide so that other agents can replicate the issues triaged by the team.
- Partner with Tier 2 and project/product teams, as well as other partners, to enhance the identification, investigation, and resolution of bugs.



Uber for Business - Health

Uber

Aug 2021 - May 2022 (10 months)

- Providing timely and high-quality solutions to complex problems faced by health organizations is a priority for us.
- Acquire the information and skills necessary to become an expert in a variety of modalities and systems, such as a knowledge base, internal tools, and a contact management system.
- Assume the role of a subject matter expert in all issues pertaining to health.
- Raise concerns at the appropriate level and see them through to a satisfactory conclusion



COE Specialist II - Diamond Rider

Uber

Dec 2020 - Aug 2021 (9 months)

- Be an enthusiastic Rider's advocate while answering any concerns that may arise using the knowledge base, IWB Uber tools
- Provide excellent service across multiple support channels (primarily tickets, email, and phone).
- Develop loyalty among new users and make our early adopters fall in love with Uber again.
- Prioritize problems and escalate them as necessary.



Supervisor- Escalated Case Manager

Kia America

Aug 2018 - Aug 2020 (2 years 1 month)

- Research, input, and analyze customer and product data.
- Resolve product and service problems.
- Expertise with AS400, Siebal, and Customer/Employee portal use and troubleshooting.
- Hiring, training, and preparing call center personnel to handle consumer inquiries and product issues.
- Ensuring agents understand and follow call center goals, standards, and procedures.

Answering agent queries on recommended practices or challenging calls.

- Suggesting operational improvements.
- Assessing agent performance, teaching, and correcting as needed.
- Reporting and analyzing data to help management set call center goals.
- Supporting agents and maximizing customer satisfaction with other supervisors and managers.



Total Case Manager - Premium Customer Service

Kia America

Aug 2017 - Aug 2018 (1 year 1 month)

- Research, input, and analyze customer and product data.
- Resolve product and service problems.
- Expertise with AS400, Siebal, and Customer/Employee portal use and troubleshooting.
- Coordinate consumer-dealership information to deliver exceptional customer service and a good experience.
- Vehicle service campaigns and updates.



Customer Service Representative

Citi

Dec 2015 - Feb 2017 (1 year 3 months)

- Explain bank products and services to customers, staff, and third parties.
- Manage high-volume task and finish the presentation on time.
- Teach call flow, de-escalation, lead credentials, and systems.
 - Account-specific interest rates and payment breakdowns.
 - Address customer demands and company goals.

Education



Southern New Hampshire University

BS Criminal Justice w/conc Homeland Sec/Counterterrorism, Criminal Justice
Aug 2020 - Jun 2023



PPEP TEC - Cesar Chavez Learning Center

High School Diploma, General Education

Aug 2008 - May 2012

Licenses & Certifications



Certificate in Criminal Justice Communication - Southern New Hampshire

University

CF21F

Skills

Interpersonal Communication • Risk Assessment/ Prevention • Retrieval queries • SQLite •
Counterterrorism watchlist analyst • Intelligence analyst • Intelligence surveillance and reconnaissance
manager • Security specialist • Signals intelligence analyst • • Program Planning/ Coordination