

Tonya Stott

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## Customer Service & Business Operations Specialist

Driven and resourceful customer service and business operations professional with extensive experience managing high-volume inquiries, improving service workflows, and supporting fraud investigations. Proven ability to enhance client satisfaction, streamline internal processes, and contribute to operational excellence. Strong communicator with a passion for solving problems, protecting customers, and supporting business goals.

## Key Skills

Customer Service & Client Support

Fraud Investigation & Risk Resolution

Account Maintenance & Transaction Research

Process Improvement & Workflow Optimization

Call Center & Case Management Tools

CRM Systems (Salesforce, ConnectWise, Amazon ACES)

Conflict Resolution & De-Escalation

Service Level Agreement (SLA) Compliance

Cross-Functional Team Collaboration

Technical Support & Troubleshooting

Microsoft Office Suite | Excel | Google Workspace

QuickBooks | Slack | Zoom

## Professional Experience

Amazon Remote

Support Operations Specialist

Oct 2022 Present

Manage 20+ customer inquiries daily, resolving account, shipment, and payment issues with 98.9% accuracy.

Investigate complex service concerns including damaged claims and order discrepancies; escalated and recovered multiple denied reimbursement claims.

Implemented process changes that reduced case volume by 33.57%, increasing team efficiency.

Support cross-functional initiatives including pilot programs (Rover ABE, ArcBest) to improve customer experience.

Specialist, Service Level Support

Jan 2022 Oct 2022

Handled high-priority customer issues under strict SLA guidelines.

Audited and updated internal SOPs, improving consistency and knowledge sharing.

Provided clear resolution paths to customers and internal teams on complex account concerns.

Accenture Remote

Triage Fraud & Unemployment Specialist

Oct 2021 Jan 2022

Investigated potential fraud in unemployment claims, verifying identity and documentation accuracy.

Collaborated with state agencies to resolve discrepancies and protect claim integrity.

Maintained professionalism and empathy while handling sensitive, high-stress client situations.

## Customer Service Representative

Apr 2021 Oct 2021

Processed unemployment claims and resolved benefit-related issues for callers across the U.S.

Delivered compassionate, thorough support during financially urgent situations.

## Education

Southern New Hampshire University (SNHU)

Bachelor of Business Administration In Progress (Expected Aug 2026)

Associate of Science in Business Administration 2024

Graduated with Highest Honors | GPA: 3.975

## Key Achievements

33.57% case volume reduction through data-backed process optimization.

Maintained customer satisfaction and trust by recovering denied reimbursements.

Supported fraud prevention efforts through detailed documentation review and identity validation.

Recognized for accuracy under pressure and adaptability in remote environments.