

# Courtney Perrill

Pekin, IL 61554

[perricou000@gmail.com](mailto:perricou000@gmail.com)

(309)620-4553

## Professional Summary

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Detail-oriented remote customer service representative with 1+ year of remote customer service experience, excelling in client communication, problem-solving, and upselling. Skilled in computer operations, Microsoft Office, and handling high call volumes. Seeking a remote position to leverage strong interpersonal and technical skills while advancing in a flexible, growth-oriented environment.

Authorized to work in the US for any employer

## Work Experience

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### **Remote Customer Service Representative**

CEFCU-Peoria, IL

July 2024 to December 2025

- Handled member inquiries regarding payments, financial guidance, and electronic support in a remote call center environment.
- Maintained strict confidentiality procedures for member accounts and sensitive credit union information.
- Upsold over \$70,000 worth of products, contributing to credit union profitability.
- Managed an average of 600 inbound calls per 40-hour work week, ensuring prompt and accurate service.
- Provided clear and professional communication to resolve member issues and build trust.
- Utilized computer systems and Microsoft Office tools to document interactions and process transactions.
- Demonstrated strong attention to detail and adherence to company policies during all client interactions.

### **Work from Home Customer Service Representative**

## Education

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### **Medical Billing & Coding (Online course)**

AAPC-Remote

August 2025 to Present

### **Psychology (Bachelor of Science)**

Trine University-Remote

August 2024 to Present

- Maintains 4.0 GPA.
- Expected to graduate early, August 2027.
- After completion of degree, a licensing in addiction counseling will be obtained.

## **High school diploma**

Pekin Community High School-Pekin, IL

August 2020 to May 2024

- Graduated as Cum Laude
- Member of the National Honor Society
- Member of the Tri-M Music Honor Society
- Invited to attend lecture through Harvard University.

## **Skills**

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- Sales
- Microsoft Excel
- Microsoft Office
- Phone communication
- Customer service
- Typing
- Client interaction via phone calls
- Attention to detail
- Computer literacy
- Customer support
- Computer operation
- Phone etiquette
- Interpersonal communication
- Customer communication
- Intake
- Communication skills

## **Groups**

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### **National Honor Society**

September 2023 to May 2024

### **Tri-M National Honor Society**

September 2022 to May 2024