

# Muriel Camacho

## Retention Specialist

Bronx, NY  
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Customer Service • Problem-Solving • Marketing • Negotiating • Sales  
Retention • Research

Dedicated individual with demonstrated success in problem solving, retention and excellent customer service. Possesses the highest degree of integrity, flexibility and adaptability to the ever-changing business environment. Energized self-starter, quick-study, with excellent interpersonal skills to build strong partnerships and achieve company goals.

### WORK EXPERIENCE

#### Retention Specialist

Purity Products - Plainview, NY - January 2013 to Present

##### Responsibilities

Retain Services , Sales up sell , Product Knowledge  
Customer care database entry

##### Accomplishments

Was promoted to mentor /trainer . Earned a raise in a little under 3 months. In the Senior Retention team .  
Involved in a special group where we try new ideas to improve the revenue.

##### Skills Used

Strong ability to convince customers to continue in program. Exceptional selling skills . Quick on my feet think outside the box while always following guidelines . I have made a strong impact in the short time I have been here.great under pressure.

#### Retention Specialist

Cablevision, Inc - Bronx, NY - July 2009 to March 2012

Initiates day-to-day objectives to achieve established retention goals.

- Maintain a positive image for Cablevision by handling escalated calls and resolving all customer issues to ensure retention.
- Processing orders for items listed, but not limited to, new installations, disconnections, add-ons. Enters appropriate information accurately via computer terminal, forward documentation to necessary personnel, and follow-up with customer by telephone; coordinate service installation with customers and appropriate departments
- Respond to customer requests for information regarding accounts, type of services provided, and other inquiries. Conducts, investigates and ensures appropriate resolution has been reached for telephone and e-mail requests and/or complaints from customers.
- Turn controllable requests for disconnection or downgrade into sales and save opportunities and increase revenues by identifying customers service needs, using customer service expertise to resolve customer concerns, and using proactive sales techniques
- Increase revenues through up-selling and cross-selling brand specific products

- Independently follow up with customers to identify problems and present resolutions, including negotiating pricing, contract and package changes
- Identify and engage appropriate resources to implement account retention resolution.
- Open and submit retention service requests / service orders for retentions as needed.
- Achieve minimum customer retentions and productivity per month in accordance with department standards.
- Complete month end customer retention report.
- Achieved top tier recognition. President's Club Awarded in 2011

### **Real Estate Associate**

Metro 5000 R.E - Bronx, NY - April 2008 to June 2009

Find commercial real estate property by researching online, through guides, and other industry print publications

- Direct contact by phone and email with clients, proposed tenants and landlords
- Search industry websites and other online resources to obtain information
- Confirm and/or obtain property level data utilizing applicable websites and databases and speaking with building owners and other brokers
- Enter information into internal database
- Create and maintain Rolodex of contacts and build relationships with key local contacts
- Identify new sources of research and information
- Type letter and email correspondence
- Set up appointments for Lead Brokers and Partners
- Assist with Sales and Rental of property through Lead Brokers and Partners

### **Benefits Coordinator**

Correction Officers Benevolent Association - New York, NY - December 2007 to April 2008

Coordinator of the dental, prescription and optical benefits for all members.

- Heavy phone contact with members and affiliates.
- Maintain appropriate Labor Postings
- Manages paperwork for all new hires, terminations and other employment & benefit changes
- Filing of all HR and benefit information
- Determine benefit eligibility, provide benefit plan information, and enroll all eligible employees

Skills Medical billing program MediSoft Applications, ICD9 and CPT4. HICFA Forms, medical insurance and billing, HIPPA laws and regulations. Microsoft Word, Gmail, Internet Explorer. Excellent customer service. Bilingual - Fluent in Spanish. Quick learner, hardworking and a team player. Independent worker and eager to learn. Computer savvy. Excellent telecommunication skills. Excellent interpersonal skills.