**Louis (Louie) Barboza III**

Windham, ME 04062

louiebarbozaiii@gmail.com

407-756-5918

Available immediately. Authorized to work in the US for any employer.

**Driver**

Uber

Portland, ME

November 2014 to Present

Driving for the car service Uber. Independent contractor. Strong emphasis on navigational efficiency, safety and customer service.

**Outbound Telesales Closer**

WEX Inc.

South Portland, ME

November 2019 to November 2020

ExxonMobil and Esso branded small business fleet card sales representative. Responsible for converting abandoned credit applications into completed applications. Saw the client through the entire process of application, credit approval, card cutting, implementation and brand-loyal fueling of their entire fleet gallons pumped. I was only paid if/when they pumped a certain number of gallons in a three month period.

**Media Sales Consultant**

Portland Press Herald

South Portland, ME

November 2018 to November 2019

Good mixture of outside sales and inside sales. Maintained a monthly performance of a minimum of $16,000-$21,000 in print revenue and $3,500+ in digital revenue, all while meeting daily, weekly and monthly space reservation and artwork deadlines and cross-selling into a large number of ‘special sections’.

**Customer Service Representative - JobsInTheUS.com**

Contracted via Single Source Staffing

Westbrook, ME

June 2013 to November 2014

Handled inbound and outbound customer contact with the goal of maintaining strong customer relations. Worked closely with the CS Team, Sales Staff and Senior

Management to ensure that a customer's experience with JobsinME.com and other state specific sites was a positive one. Involved in the direct support of the clients (companies posting positions) by answering questions and ensuring that the customer is set up properly in order to post positions. Answered inquiries from job seekers using the site.

**Customer Relationship Specialist**

Dead River Company – Energy Division

Scarborough, ME

June 2012 to March 2013

Converted potential and prospective clients into active accounts with as many DRC services as possible. Outbound campaigns to obtain new or continued business from the current customer base. Used a processing system for e-checks and credit cards.

Responded to webmail via the DRC website. Pulled credit reports/scores and approved or denied charge approval status. Produced new customer packets and drew up credit approval/denial letters.

**Customer Service Specialist I**

Contracted to Unum via Kelly Services

South Portland, ME

July 2010 to March 2011

Handled over 75 inbound calls daily in a fast paced call center environment.

Responsible for explaining insurance contracts, benefits, underwriting status, outstanding underwriting requirements, and billing issues to human resources representatives and to their insured employees. Interacted with medical providers and their offices on a daily basis. Mentored new hires via call observation and post call discussion.

**Customer Sales and Service Representative**

Fairpoint Communications

South China, ME

September 2008 to May 2010

Handled over 100 inbound calls daily in a fast paced call center environment.

Assisted in placing landline, high speed DSL and cable TV orders for customers in

18 different states. Placed orders for voluntary and involuntary disconnection and/or suspensions due to non payment. Achieved and exceeded performance metrics.

Nominated employee of the month March 2009.

**Customer Care Supervisor**

ACS, A Xerox Company

Lewiston, ME

April 2007 to September 2008

Promoted to supervisor shortly after being hired. Managed a team of 15-20 agents.

Worked to ensure that the highest levels of customer service were being provided.

On occasion, responsible for de-escalating and assisting calls from dissatisfied and/or irate customers.

**Education**

Lewiston High School and Regional Technical Center - Lewiston, ME