

Aaron Wisti

Motivated problem solver and creative team player.

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Motivated job seeker looking to obtain a new, challenging position. Works well under pressure, adaptable, and ready to be a strong team player.

Authorized to work in the US for any employer

Work Experience

Customer Service Call Center Agent

Dial America - Omaha, NE

September 2021 to Present

Assist clients over the phone with setting up appointments through United Healthcare. Also assists clients with other concerns regarding services they may be eligible for, and need more information on.

Currently representing health care agencies based out of medical offices and assisting clients with Medicare and Medicare Advantage concerns.

Customer Service Representative/Call Center

Alorica - Omaha, NE

March 2021 to April 2021

I was in training to handle calls for AT&T's FirstNet Subscribers, and was learning how to take calls and assist First Responder customers with their subscriptions and concerns regarding their equipment.

Casual Package Handler

FedEx Express - Omaha, NE

November 2020 to March 2021

I would assist in the sorting of incoming deliveries and place them in their corresponding shipping containers after scanning.

Seasonal Package Handler

United Parcel Services - Omaha, NE

November 2019 to January 2020

Minimized errors by verifying shipment contents against associated paperwork.

Achieved daily performance targets, working quickly to process shipments and meet customer demands.

Detected package issues with regular audits, working with team and supervisors to resolve problems.

Balanced loads according to weight distribution requirements.

Maintained team efficiency with well-organized storage, staging, and shipment areas.

Helped freight reach final destinations with efficient sorting and accurate routing.

Assembled secure packaging, preventing damage to contents with proper padding and bracing.

Packaged each product or order in appropriately-sized containers to avoid damage.

Education

GED

Metropolitan Community College - Omaha, NE

May 1997 to May 1997

High School Diploma

Central High School - Omaha, NE

May 1992

Skills

- Shipping documentation, Package scanning, Truck loading, Preventive maintenance, Materials sorting. (Less than 1 year)
- Custodial experience
- Landscape maintenance
- Cleaning
- Customer service
- Mowing
- Lawn Care
- Computer Skills
- Groundskeeping

Assessments

Customer focus & orientation — Highly Proficient

August 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Call center customer service — Highly Proficient

August 2021

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

Customer service — Proficient

August 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Written communication — Proficient

August 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Scheduling — Completed

August 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Completed](#)

Verbal communication — Proficient

September 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Advanced attention to detail — Completed

September 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

Basic computer skills — Highly Proficient

September 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Highly Proficient](#)

Technical support — Familiar

September 2021

Performing software, hardware, and network operations

Full results: [Familiar](#)

Call center customer service — Highly Proficient

August 2021

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

Sales skills — Highly Proficient

September 2021

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Filing & organization — Familiar

September 2021

Arranging and managing information or materials using a set of rules

Full results: [Familiar](#)

Social media — Proficient

September 2021

Knowledge of popular social media platforms, features, and functions

Full results: [Proficient](#)

Marketing — Familiar

September 2021

Understanding a target audience and how to best communicate with them
Full results: [Familiar](#)

Advanced mechanical knowledge — Familiar

September 2021

Understanding and applying mechanical concepts and processes
Full results: [Familiar](#)

Work style: Reliability — Highly Proficient

March 2022

Tendency to be reliable, dependable, and act with integrity at work
Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

August 2021

Responding to customer situations with sensitivity
Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.