



Contact

Phone

706-836-3232

Email

christinapshorter@gmail.com

Location

Augusta, Georgia

Education

2020

Ashford University (University of
Arizona Global Campus)

Bachelors of Arts, Organizational
Management

2004

Augusta University
Music Major | Vocal Performance

Expertise

- Microsoft Office: Word, Excel, Outlook, Teams, PowerPoint
- Power BI and Tableau
- Strategic Sales and Marketing
- Data Analytics
- Project Management
- Effective verbal and written communication
- Professional and strong work ethic
- Problem solving
- Team building
- Administrative Liaison
- Operations Management
- Employee Training and Development
- Presentation Skills
- SharePoint

LinkedIn

www.linkedin.com/in/christina-prophet-shorter-ab23a036

Christina P. Shorter

Determined and driven professional with over 11 years of experience in customer service, technical support, and training and development. Adds energy and positivity using organizational skills and strategic thinking. Works closely with teams to provide a phenomenal and out of the box customer experience. Proficient in emotional intelligence and inspirational leadership. Encourages conflict resolution.

Experience

- Oct. 2021- Aug. 2022
Associate Trainer- T-Mobile Augusta, GA Call Center
 - Resolved pain points for escalated customers with care.
 - Trained new hire teams of 16 for 10 weeks for roles in account care and technical care.
 - Demonstrated interpersonal skills through active listening, empathy, and assurance of help to nurture customer relationships.
 - Administrative liaison to Senior Trainers.
 - Provided ongoing training for experts in production.
 - Continued technical care responsibilities by supporting customers and peers.
 - Facilitated additional trainings to assist low performing representatives.
 - Encouraged a positive work environment while supporting all partners in Team of Experts.
 - Impacted sales performance with training recommendations leading to increased revenue.
 - Provided real time coaching to correct or prevent counterproductive behaviors.
- March 2018- Oct. 2021
Senior Expert, Technical Care- T-Mobile Augusta, GA Call Center
 - Responsible for supporting customers and peers.
 - Used company account management system for visual audits to address, correct, and prevent customer device and network issues.
 - Encouraged a positive work environment while supporting all partners in Team of Experts.
 - Set goals and monitored metrics.
 - Proficient in working with escalated customers in difficult situations to provide personalized resolutions.
 - Partnered with engineers on coverage solutions.
 - Ran diagnostics and completed troubleshooting for device and system related issues.
- Jan 2020- April 2020
Employee Success Partner Intern- T-Mobile Augusta, GA Call Center
 - Worked within Human Resources to facilitate My Secure Advantage (MSA) Webinars.
 - Created a unique and successful health challenge with active engagement across the Georgia Call Center.
 - Hosted several events that deepened the employee/employer relationship
 - Sent weekly site communications informing employees of company benefits.
 - Administrative support, Prepared reports and documents for the site.
- Jan 2016- Sept 2016
T-Voice- T-Mobile Augusta, GA Call Center
 - T-Voice provides a hub to bridge gaps in business and resolve customer pain points.
 - Proudly served Augusta Nation's second official T-Voice crew.
 - Gathered feedback from care employees and presented it on national calls.
 - Developed and facilitated many table days and events to help positively impact client/company connections
- Feb. 2013- March 2018
Customer Service Representative- T-Mobile Augusta, GA Call Center
 - Used problem solving skills and technique to provide lasting resolutions for T-Mobile customers.
 - Managed confidential company and customer information.
 - Organizational, communications, and technology skills.
 - Visual audits
 - Account management and maintenance