

# Charles Henry Houghton



Successful Customer Service Representative with experience in diverse and demanding environments. Proven ability to establish rapport with clients and maintain customer satisfaction to enhance company policy and goals. Reliable and driven, with strong time management and prioritization skills.

## PROFESSIONAL EXPERIENCE

### **Customer Service Representative, 11/11/18 – Current**

#### **Partners HealthCare, Somerville, Massachusetts**

- Consistently improve patient satisfaction through expert resolution of conflicts, issues, and concerns with courteous demeanor.
- Consult with patients to evaluate needs and determine best options regarding new and existing accounts.
- Field inbound and outbound calls regarding patient registrations and accounts

### **Retail Sales Representative, 9/5/17 – 11/8/18**

#### **Dick's Sporting Goods, Medford, Massachusetts**

- Maintain and organize footwear department stock.
- Manage price and product placement based on company objectives.
- Train and develop new hires to utilize sales tools and techniques within the footwear department.

### **Retail Sales Representative, 12/15/18 – 6/30/18**

#### **Delaware North, Boston Garden, Boston Massachusetts**

- Shift supervise satellite Pro Shop in upper level of Boston Garden
- Worked closely with sales team on future promotions, critical stock issues, and modified sales orders.
- Close and invoice all orders and issue returns, debit and credit memo for necessary accounts.

### **Special Education Counselor, Summers- 2014, 2015, 2016, 2017**

#### **Mayor's Summer Program, Somerville, Massachusetts**

- Organize and supervise activities for students with a variety of disabilities.
- Schedule and coordinate appropriate field trips for challenged students.
- Responsible for student's safety and security. In class and outdoor adventure programs.

### **Substitute Teacher, 9/2014 – 6/2015**

**Somerville School Department, Somerville, Massachusetts**

- Set and implement daily curriculum in classroom setting.
- Provide teacher assistance in Special Education classroom

**Swim Instructor, 2013 – 2015**

- Assist in elementary swim programs
- Provide swim instructions, safety drills, and group games.

**VOLUNTEER-LEADERSHIP EXPERIENCE**

Special Olympics 2006 – Current  
Somerville, Massachusetts

Mayor's Halloween Stroll 2004 – 2014  
Somerville, Massachusetts

Special Education PTA 2013 -2014  
Kennedy School, Somerville, Massachusetts

Walnut Street Arts Program 2007 - 2009  
Somerville, Massachusetts

**EDUCATION**

Graduate/Somerville High School – 2013

Graduate/Connecticut School of Broadcasting - 2017

Classes/Mass Bay Community College – 2014 - 2015

**References Available Upon Request**