

# Charles Weiselberg

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## Summary

I'm a dedicated and loyal jack of many trades who is never satisfied until working a project or problem through until the very end.

Writing, language and conveyance come easy to me. I enjoy learning, being proud of my work and remaining open-minded.

## Education

S.U.N.Y. Binghamton  
4400 Vestal Parkway E.  
Binghamton, NY, 13902

2007-2010 | B.A. in Cinema Production

- Recipient of Empire Diversity Award for Creative Works.
- Named to Dean's List numerous times.
- Graduated cumulative G.P.A. of 3.4

## Skills

- Lifelong Musician and Content Creator
- Extremely detail oriented
- Autonomous and accountable, but always a team player

## Experience

### **Compliance Group Director of Customer Service and Product Implementation**

*August 2015-February 2020*

- Oversaw implementation of H.I.P.A.A. Compliance SaaS/B2B software for SMB medical practices/clinics/hospitals
- Ensured focus always remained on customer and their needs
- Retention stood at a steady 98% during my 5 year tenure
- Daily direct reports to COO and CEO regarding operations and client satisfaction
- Developed entire training program for the Department I came to oversee
- Built our help center in raw HTML as a challenge
- Was the frontline for steering Marketing/Sales' focus towards primary customer concerns for successful campaigns.

### **Cablevision Systems Corp. Customer Service Representative III**

*April 2012-June 2015*

- Managed inbound contacts and concerns from customers in the following forums:
  - Telephone
  - Live Chat
  - E-mail
  - Twitter
  - Facebook
- Customer concerns addressed were with regard to:
  - Billing and statements.
  - Account management.
  - Technical troubleshooting.
- Responsible for:
  - Accurately and confidently communicating information to the customer about products, policies, features and services.

## Accomplishments

- Skills badge holder for SEO, Logic Pro, HTML and Wordpress
- Was representative of the quarter numerous times while at Cablevision
- Successfully released six, self-produced solo albums in just under 2 calendar years