



ADDRESS

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USA



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EMAIL

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REFERENCES

Kenneth Steele:

Metro Park Kenneth Steele:
Metro Park (Customer Service
Supervisor) Kansas City, MO
(816) 517-5773

Emily Myers:

Wet Seal Inc. (Previous
Manager) Independence, MO
(913) 256-8059

Richard Lewis:

Hallmark/ Rich Designs
(Graphic designer/ Mentor)
Kansas City, Missouri (816)
309-6977

EXPERIENCE

AUGUST 2019 – PRESENT CHAT SPECIALIST, RUBY RECEPTIONISTS

- Create exceptional chat experiences by seeking opportunities to make meaningful connections with customers.
- Maintain accuracy, mindfulness, and a strong attention to detail in written communication. Cross “T’s” and dot “I’s,” use proper spelling, grammar, and logical message composition. Communicate professionally and with personality.
- Multi-task in a fast-paced, technology-rich environment.

NOVEMBER 2018 – FEBRUARY 2019 SOCIAL MEDIA SPECIALIST, H&R BLOCK HEADQUARTERS

- Serves as a liaison between H&R Block clients and H&R Block, providing answers to service questions, concerns and feedback initiated by the client through Social Media channels. (i.e. Facebook, Instagram, Twitter, Yelp, etc.)
- Escalates issues for clients, and keep clients informed using proper communication channels.
- Owns and actively monitors the flow of all issues across all tiers of support and redirect cases.
- Perform client call backs and follow-up to ensure best possible customer support experience.
- Maintain an awareness of all planned and unplanned events potentially affecting customer support.

JULY 2018 – NOVEMBER 2018 KEY ACCOUNT CSR, ALLIED STAFFING: METRO PARK WAREHOUSE

- Completes required reports (e.g. - status reports, forms, etc.) for customer.
- Acts as the main liaison between the customer and production facilities.
- Responsible for Vendor Managed inventory programs for Customers.
- Enters order information into Foxware for both repeat and new orders and is accountable for the accuracy and timeliness of this information.
- Interfaces with customer via phone, email, etc. and will visit customers with sales reps as required.
- Prepares internal reports as required.
- Processes invoices daily and credit notes as required.
- Data Entry (Labor Management in AS400)
- Tracks and expedites all aspects of orders for assigned customers.

JANUARY 2017 –MAY 2017 JOURNALISM INTERN, CASCADE MEDIA

- Interview sources and research topics in-depth while communicating with editors and supervisors.
- Edit footage and write scripts for sportscasts, stories, and promo videos.
- Film interview, highlights, and post videos to all social media platforms including YouTube, Facebook, Twitter, Instagram.
- Graphic Design

