

# NyLeeC' Payton-Deale

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## EDUCATION:

Comptia A+

Comptia Security+

Gonzaga College High School (Class of 2015)

## WORK EXPERIENCE:

### SERVICE SOURCE

*Customer Assistance Center Assistant Supervisor / Oakton, VA / June 2020 – Present*

- Optimized Customer Service Center efficiency by training employees to exceptionally understand their responsibilities.
- Created a new hire training binder containing instructions, phrases, and contact lists to assist new employees.
- Managed office moral through constructive feedback.
- Pleasantly interacted with customers via phone, email, or walk-in.
- Documented requests into a CRM and monitored through completion.
- Transferred requests to responsible parties and tracked key performance indicators.
- Ensured accuracy in work submitted through regular quality control reports utilizing computer software, strong report writing, and analysis skills.

### SERVICE SOURCE

*Customer Assistance Center Representative / Oakton, VA / April 2019 – June 2020*

- Pleasantly interacted with customers via phone, email, or walk-in.
- Documented requests into a CRM and monitored through completion.
- Transferred requests to responsible parties and tracked key performance indicators.
- Ensured accuracy in work submitted through regular quality control reports utilizing computer software, strong report writing, and analysis skills.

### C3 Cyber Club

*IT After-School Teacher / Washington, DC / August 2016 – February 2017*

- Taught Information Technology & STEM knowledge to elementary aged students through a tailored curriculum based on students needs.
- Created an organized, fun, and rewarding experience for the students, which notably enhanced their self-esteem.

### Redskins Charitable Foundation

*Sales Associate / Landover, MD / August 2016 – January 2017*

- Greeted and courteously answered guests questions.
- Handled cash and credit transactions while balancing income and sales.
- Served in a sales and customer service role assisting customers with ticket purchases.

### The L'Enfant Trust

*Intern / Washington, DC / June 2015 – August 2015*

- Assisted with project management of Historic Properties Redevelopment Program projects.
- Researched building histories, historic preservation methods & technologies.
- Updated large masses on progress through e-newsletters, mailings, and social media.
- Performed general clerical duties.

## SKILLS:

- Technical troubleshooting
- Microsoft Office, Adobe Suites, Apple Pages, Apple Numbers, Quark, Eclipse, Xcode
- Windows XP, Mac, Linux, Java, HTML/Dart, A/V, Object Oriented Programming,