Taminicka White

**Customer Service / Warehouse Associate**

Henderson, NV

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702-576-7115

Authorized to work in the US for any employer

Work Experience

**Warehouse Associate**

Amazon - Las Vegas, NV

November 2019 to June 2021

• Make sure all item are scanned in for inventory.

• Make sure to check all items quality.

• Make sure the items are fully operational and factory reset.

• Move Pallets to the correct area once received from delivery truck.

• Pack all items that are within the order.

• Make sure the production floor has everything that is needed work.

• Staged orders

• Inspected and crated merchandise

• Made sure all items were clean

• Picked, packed, and shipped items

• Maintained a safe working environment

• Built walls within trailers with boxes so they can go out for delivery

• Built a pallets with packages wrapped an placed into trailer so that they can get delivered to next destination.

**Ramp Agent/Baggage Handler**

Worldwide Flight Services (WFS) - Las Vegas, NV

May 2018 to November 2019

Distribute cargo in such a manner that space use is maximized.

• Calculate load weights for different aircraft compartments, using charts and computers. • Loading, unloading, securing, or staging of aircraft cargo or baggage.

• Determine the quantity and orientation of cargo and compute an aircraft's center of gravity.

**Technical Support Representative**

TELUS International - Las Vegas, NV

April 2017 to April 2018

Responsibilities

• Providing customers with first call resolution.

• Provide customer with troubleshooting network and device issues.

• Assist customers with any issues they might be coming across with their cellular devices. • Checking within the system for customers inquiries.

• Provide excellent customer service an experience for customer.

• Obtain customers' names, addresses, and billing information, product numbers, and specifications of customers account.

• Prepare invoices, shipping documents, and orders.

• Inform customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.

• Receive and respond to customer complaints.

**Technical Support Representative**

AT&T Digital Life - Las Vegas, NV

July 2016 to November 2016

Providing customers with first call resolution.

Assist customers with any issues they might be coming across with their security system. Checking within the system for customers inquiries.

Provide excellent customer service an experience for customer. Requisition additional materials, supplies, and equipment.

Obtain customers names, addresses, and billing information, product numbers, and specifications of customers account.

**Warehouse Associate**

Amazon - Las Vegas, NV

December 2015 to April 2016

Responsibilities

Make sure all item are scanned in for inventory.

Make sure to check all items quality.

Make sure the items are fully operational and factory reset.

Move Pallets to the correct area once received from delivery truck

Accomplishments

Assisting in every department within the company.

Moved from production to permeate sort team.

Making sure warehouse was clean before end of shift.

Skills Used

Inspecting products that have been returned.

Reboxing items that have been damaged in transit.

Separating items that come in to its correct area for inspection.

**Customer Service Representative**

Williams Sanoma Inc - Las Vegas, NV

October 2015 to December 2015

Responsibilities

Placing orders for customers from catalog an or website.

Track orders with in the operating system for customers.

Provide excellent customer service an experience for customer.Requisition additional materials, supplies, and equipment.

• Obtain customers' names, addresses, and billing information, product numbers, and specifications of items to be purchased, and enter this information on order forms.

• Prepare invoices, shipping documents, and contracts.

• Inform customers by mail or telephone of order information, such as unit prices, shipping dates, and any anticipated delays.

• Receive and respond to customer complaints.

• Verify customer and order information for correctness, checking it against previously obtained information as necessary.

• Direct specified departments or units to prepare and ship orders to designated locations. • Check inventory records to determine availability of requested merchandise. • Attempt to sell additional merchandise or services to prospective or current customers by telephone or through visits.

• Compute total charges for merchandise or services and shipping charges.

**ViaSat Universal Rep**

Sitel - Las Vegas, NV

March 2015 to October 2015

Responsibilities

• First call resolution is the goal

• Own the experience of providing excellent customer service to the customer. • Know the customer that you are assisting and Exciting the plan to get service the way that it is supposed to be functioning.

• Assisting customers with knowledge of product (Satellite Internet)

• Assisting customer with troubleshooting their internet if in the event there is a problem with connection and or speeds.

• Setting up service calls for customer if their antenna is mispointed and or if can not get back connected with basic troubleshooting steps.

• Making sure that the customer are within the warranty and making sure that the warranty covers their current issue that they are having with the headphones.

• Check to ensure that appropriate changes were made to resolve customers' problems. • Determine charges for services requested, arrange for billing as well adjust billing on the account. • Determine rates and charges that may apply to each customers service plan that they are currently. • Refer unresolved customer grievances to designated departments for further investigation. • Improved and maintained quality of customer service with the customer and make sure that they are aware of the contract that they are in and the policies that apply to them.

**Beats By Dre Customer Service Rep**

Sitel - Las Vegas, NV

December 2014 to March 2015

Responsibilities

• Assisting customers with knowledge of product (headphones)

• Assisting customer with troubleshooting their headphones if in the event there is a problem with audio. • Setting up service repairs for customer.

• Making sure that the customer are within the warranty and making sure that the warranty covers their current issue that they are having with the headphones.

• Check to ensure that appropriate changes were made to resolve customers' problems. • Determine charges for services requested, arrange for billing.

• Determine rates and changes that may apply to each different repair service level. • Refer unresolved customer grievances to designated departments for further investigation. • Improved and maintained Csat% which would be making sure at the end of each call the customer was happy with their results and handling of their issues with the service.

**United Parcel Services Customer Service Rep**

QUALITY STAFFING OF AMERICA - CAREY NORTH CAROLINA

October 2013 to June 2014

Track packages for customers with using the internal knowledge base

• Check to ensure that appropriate changes were made to resolve customers' problems. • Determine charges for services requested, collect deposits or payments, or arrange for billing. • Determine rates and changes that may apply to each different package service level. • Refer unresolved customer grievances to designated departments for further investigation. • Open investigations on packages that have been lost stolen and or misplaced. • Send orders to the Packages centers to have them completed ie ( re-del, retrieving packages that had been misdelivered, as well as being returned to shipper).

• Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

• Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

• Explain to the customers when there has been an exception placed on a package that is in transit to its destination.

**Netflix Chat Customer Service**

CORNERSTONE STAFFING - Las Vegas, NV

August 2012 to March 2013

Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

• Check to ensure that appropriate changes were made to resolve customers' problems. • Determine charges for services requested, collect deposits or payments, or arrange for billing. • Refer unresolved customer grievances to designated departments for further investigation. • Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

• Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

• Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

• Improved and maintained Dsat% which would be making sure at the end of each chat the customer was happy with their results and handling of their issues with the service.

**Customer Service Third Party Verifications**

STAFFING NETWORK - Las Vegas, NV

April 2012 to June 2012

Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

• Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.

• Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

• Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.

**Photo Tech Customer Service**

WALGREENS PHARMACY STORE - Henderson, NV

December 2011 to April 2012

Create prints according to customer specifications and laboratory protocols.

• Examine developed prints for defects, such as broken lines, spots, or blurs.

• Fill tanks of processing machines with solutions such as developer, dyes, stop-baths, fixers, bleaches, or washes.

• Load circuit boards, racks or rolls of film, negatives, or printing paper into processing or printing machines.

• Load digital images onto computers directly from cameras or from storage devices, such as flash memory cards or universal serial bus (USB) devices.

• Maintain records, such as quantities or types of processing completed, materials used, or customer charges.

• Monitor equipment operation to detect malfunctions.

• Operate machines to prepare circuit boards and to expose, develop, etch, fix, wash, dry, or print film or plates.

• Operate special equipment to perform tasks such as transferring film to videotape or producing photographic enlargements.

• Operate scanners or related computer equipment to digitize negatives, photographic prints, or other images.

• Read work orders to determine required processes, techniques, materials, or equipment. • Select digital images for printing, specify number of images to be printed, and direct to printer, using computer software.

• Upload digital images onto websites for customers.

**Customer Service Rep**

COMPANY FUNDS GRANT SERVICE - Las Vegas, NV

November 2010 to October 2011

Correct or record omissions, errors, or inconsistencies found.

• Mark copy to indicate and correct errors in type, arrangement, grammar, punctuation, or spelling, using standard printers' marks.

• Read proof sheets aloud, calling out punctuation marks and spelling unusual words and proper names. • Compare information or figures on one record against same data on other records, or with original copy, to detect errors.

• Read corrected copies or proofs in order to ensure that all corrections have been made. • Answer customers' questions, and explain available services such as deposit accounts, bonds, and securities.

• Compile information about new accounts, enter account information into computers, and file related forms or other documents.

• Process loan applications.

**Security Guard**

ROME SECURITY - Henderson, NV

May 2010 to October 2010

Review all securities transactions to ensure accuracy of information and conformance to governing agency regulations.

• Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.

• Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

• Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons. • Answer alarms and investigate disturbances.

• Circulate among visitors, patrons, or employees to preserve order and protect property. • Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.

• Answer telephone calls to take messages, answer questions, and provide information during non business hours or when switchboard is closed.

**Fleet Service Agent**

US AIRWAYS - Las Vegas, NV

June 2007 to February 2010

Distribute cargo in such a manner that space use is maximized.

• Calculate load weights for different aircraft compartments, using charts and computers. • Direct ground crews in the loading, unloading, securing, or staging of aircraft cargo or baggage. • Determine the quantity and orientation of cargo and compute an aircraft's center of gravity.

Education

**Associate in Medical Assistant**

Milan institute - Las Vegas, NV

March 2018 to November 2018

**Administrative Medical Assistant**

Milan institute - Las Vegas, NV

February 2017 to October 2017

Skills

• Order Entry

• Network Support

• Operating Systems

• Help Desk

• Troubleshooting

Certifications and Licenses

**Food Handler**

June 2016 to June 2019