



Daijahnah White

Customer Service & Sales Representative

Contact

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Orlando FL, 32817 | Open to Remote

Professional Summary

Customer Service Professional with 3+ years of experience in fast-paced sales and customer care environments. Skilled in phone and in-person support, appointment scheduling, payment processing, and conflict resolution. Recognized for reliability, exceeding sales goals, clear communication, and the ability to manage high-volume workloads while delivering a positive customer experience.

Skills

Customer Service & Sales Expertise

Appointment Scheduling & Reservations

Payment Processing & POS Systems

Conflict Resolution & Problem Solving

Time Management & Multitasking

Typing Accuracy & Data Entry

Team Training and Collaboration

CRM Systems



Experience

Customer Service & Sales Associate

Anne Fontaine

Sept. 2024 - Current

- Delivered personalized customer support through phone, email, and in-person interactions, ensuring seamless service for international clients.
- Processed in-store and online transactions accurately using POS systems, including receipts, shipping coordination, and order fulfillment, and upsold on each transaction.
- Maintained organized client records, sales documentation, and inventory logs using Microsoft Office and Excel.
- Handled multiple customer requests simultaneously while maintaining professionalism and a positive experience.

Customer Service Manager & Keyholder

Claire's

Jan. 2024 - Sept. 2024

- Delivered responsive customer support in person and over the phone, resolving issues quickly and professionally.
- Managed cash and credit transactions, reconciled daily reports, and processed returns/exchanges accurately.
- Oversaw opening and closing procedures, trained new team members, and ensured smooth shift transitions.

Front Desk Associate

Frescos Restaurant

Mar. 2023 - June 2023

- Handled reservations and managed high-volume scheduling for private dining and events.
- Answered phones, greeted guests, and assisted with inquiries in a professional manner.
- Coordinated seating and customer flow, adapting to last-minute changes.

Direct Sales Representative

D.A.R.E Non Profit Organization

Sept. 2022 - Mar. 2023

- Consistently exceeded sales and fundraising goals within the first two weeks, outperforming competitors.
- Approached and persuaded individuals in public spaces, effectively converting cold interactions into successful donations.
- Upsold education donation packages to maximize contributions while maintaining a friendly and professional approach.
- Built trust and rapport quickly with diverse audiences, driving support for school supplies and educational initiatives.



Education

Florida Southern College

2020-2021

Harrison School of the Arts

2019

High School Diploma