

# AARIKA TURNER

## CUSTOMER SERVICE REPRESENTATIVE

Cincinnati, OH 45240  
aarikaturner@live.com  
513-550-6454

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## WORK EXPERIENCE

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### Server

#### Dave & Buster's

November 2018 to Present

In this position I provide customer service to patrons. I also open and close the store when scheduled. Food prep, cleaning, and maintaining the store front.

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### IT Specialist

#### ATOS

January 2018 to January 2019

In this position I assisted employees of Firestone and Bridgestone Tires world wide with telecommunications and technical issues.

Assisting remotely with software installs and repairs. Escalating issues out of scope to local technicians.

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## CUSTOMER SERVICE REPRESENTATIVE

#### NETRADA

November 2011 to August 2014

Customer service/Sales

Train Incoming agents

Clerical Duties

Inbound/Outbound Calls

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## **SERVER**

### **Ihop**

May 2010 to April 2012

Food Prep

Customer Service

Cashier

Cleaning

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## **CUSTOMER SERVICE REPRESENTATIVE**

### **DEFENDER DIRECT**

March 2008 to June 2008

Credit checks

Appointment setting

Sales

Customer Service

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## **EDUCATION**

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### **Nursing LPN**

Hondros College - West Chester, OH

2016 to 2017

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### **Associates in Medical Assisting**

FORTIS COLLEGE - Cincinnati, OH

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## **SKILLS**

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- Server
- Sales
- Training
- POS
- Customer Service
- MS Office
- Microsoft Excel
- Microsoft Office
- Organizational Skills
- Powerpoint
- Word
- fast learner
- Outlook (10+ years)
- Data Entry (10+ years)
- Retail (5 years)
- Cooking

- Communication skills (10+ years)
- Medical Terminology (7 years)

## CERTIFICATIONS AND LICENSES

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food handler certificate

## ASSESSMENTS

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### Customer Service — Highly Proficient

November 2019

Identifying and resolving common customer issues.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/89a3957795046e242157ad25f621a9f1eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/89a3957795046e242157ad25f621a9f1eed53dc074545cb7)

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Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## ADDITIONAL INFORMATION

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### SKILLS & ABILITIES

- Excellent/Advanced computer skills (i.e. Word, Excel, PowerPoint)
- Excellent Customer Service skills
- Some bartending experience
- Money handling skills (i.e. cashier, deposits)
- Secretarial/Clerical skills
- Sales
- Inbound/Outbound Call Center