

Shamika Hassan

Sales and Service Professional

Macon, GA

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- Results oriented project leader with excellent organizational skills
- Systematic approach to problem solving
- Managed tight deadlines, challenging roles and assignments
- Dedicated to building a highly motivated team aware of their roles within the organization

WORK EXPERIENCE

Sales Consultant Team Lead

AT&T - Macon, GA - August 2011 to Present

Responsibilities

- Answer incoming and make outgoing calls
- Make sales objectives
- Analyzed customer account, customer bills and make payment arrangements
- Processed phone payments by credit card, debit card and check
- Assisted on the Help Desk Team taking both escalation and retention calls
- Scheduled/changed/canceled appointments
- Lead assisting both tenured and new associates

Accomplishments

Met and exceeded sales objectives on a monthly basis

Worked on special projects as team lead to establish call flow process and successful sale closing techniques

Order Processing and Billing Rep

Birch Communications - Macon, GA - April 2010 to August 2011

- Conduct extensive research via the internet to bill customers and process orders
- Consult and advise customers before and during installation
- Create PSR's by CSI's and sales orders
- Cross -Trained to process LSR's and work special projects for the Order Processing Director

Retail Sales Technician

Flextronics - Warner Robins, GA - May 2009 to April 2010

- Handled aspects of performing and instituting customer service standards
- Multi-Task between phone lines and customers
- Had to turn inquiring phone calls into sales
- Had to meet daily sales quota
- Handled returns and refunds
- Sold and upsold company and products
- Coordinated conference calls and management meetings
- Open and closed store as a retail technician
- Supervised and motivated co-workers to perform and meet goals
- Resolved customer issues with equipment and billing

Administrative Assistant/Office Manager

David Brooks and Associates - Macon, GA - July 2007 to October 2008

- Managed company client database
- Communicated with President, clients and administrative staff
- Documented, recorded, updated and maintained confidential client information and personnel files
- Processed computer generated departmental accounts payable checks requests
- Tracked Management expense reports
- Coordinated conference calls, management meetings, special events and travel arrangements
- Hired, trained, supervised, motivated and terminated office staff
- Recommended personnel evaluations, training programs, and wage incentives

Office Manager

Alltel Wireless - Shreveport, LA - August 2005 to July 2007

- Analyzed customer account and billing history
- Increased sales by upselling to existing customers and offering new product to all customers
- Handled money transactions and deposit pick-ups
- Processed insurance claims and equipment upgrades
- Facilitated communication between the customer and insurance carrier, when needed
- Greeted visitors, answered telephones, filed, sent facsimiles and other general office duties
- Conducted classroom based product awareness presentations in meetings
- Trained, supervised and motivated new employees
- Monitor calls of employees using WATCH system
- Troubleshooting customer devices
- Maintained responsibility to open and close the store

Team Lead

Phone Tech - April 2004 to December 2006

US Support Company (full to part-time) Shreveport, LA.

- Supervised and Trained team new employees
- Recommended training programs
- Repair customer equipment by troubleshooting over the phone
- Analyzed customer bills, financial arrangements and service plans
- Processed payments in collection status
- Handled escalated calls and issues
- Approved and submitted employee weekly payroll
- Briefed employees on daily desired projections

Insurance Agent/Adjuster

Geico - Macon, GA - April 2000 to April 2004

- Answer incoming and make outgoing calls
- Meet upsell goals
- Repair customer equipment by troubleshooting over the phone
- Analyzed customer account, customer bills and make payment arrangements
- Processed phone payments by credit card, debit card and check
- Created and maintained claims diary files
- Assisted on the Help Desk Team taking both escalation and retention calls
- Processed claims and issued loss payments
- Scheduled/changed/canceled appointments
- Team Lead/Coach to other employees

EDUCATION

Central Georgia Technical College - Macon, GA
December 1999