**Ryan M. Fleming**

**10303 Piedmont rd**

**Jacksonville, FL 32218**

**rfleming904@gmail.com/904-380-1880**

An energetic customer service professional experienced in listening, evaluating client needs and providing solutions that meet their expectations. Proficient in analytics, logistics, and moderate IT tasks. Eager to learn and strive to exceed goals.

**PROFESSIONAL EXPERIENCE**

**Citi Bank Jacksonville/FL**

**Customer Service Specialist** **September 2016-October 2017**

* Provided excellent customer service to Citi Costco Wholesale credit card members.
* Received 60-70 inbound calls per day.
* Initiated payment/charge disputes by customer request.
* Performed credit limit increases by customer request.
* Processed payments with customers’ checking account, or debit card.

**Publix Super Markets Jacksonville/FL**

**Stock Clerk**  **January 2016-August 2016**

* Assisted customers with finding items within the store.
* Directed customers to the appropriate aisles.
* Unloaded grocery shipments with the help of pallet jacks.
* Ensured that shelves within aisles were stocked full of merchandise.

**Corey Kerlin Funeral Home Jacksonville/FL**

**Associate**  **July 2014-September 2015**

* Greeted family members with a warm but concerning demeanor.
* Assisted the funeral directors during funerals by parking cars, guiding families to appropriate areas, and ensured the services went smoothly.
* Transported flowers to the funeral home and to the graveyard with the assigned utility van.
* Cleaned the inside of the funeral home by vacuuming, dusting, and removing trash in routine intervals throughout the day.

**Ryan's Lawn Service Jacksonville/FL**

**Owner** **September 2010-2015**

* Provided superb lawn service to new and existing clients.
* Services included; string trimming, edging, mowing, raking leaves/yard debris, and blowing.
* Remained available during inclement weather in case clients needed service.
* Marketed my services to neighbors with the use of professionally made pamphlets.

**Highlands Methodist Church Jacksonville/FL**

**Volunteer**  **June** **2007- May 2015**

* Contributed my expertise in landscaping to help the church with various projects.
* Assist with church events such as fundraisers, yard sales, and feeding the homeless.

**SKILLS**

* + Skilled communicator; able to ask appropriate questions to understand customer needs.
  + Entrepreneurial and innovative problem-solver.
  + Reliable, trustworthy and dependable.
  + Able to use computer technology and social media to obtain information.
  + Proficient with Microsoft Office.
  + Moderately knowledgeable with basic IT troubleshooting.
  + Proficient in collaborating with peers to share information to devise appropriate tasks to meet/exceed goals.