

CHINA W. LAWRENCE

1133 OLD ENGLAND LOOP

Sanford, FL 32771

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Abilities

Professionally able to operate a multi-line phone system, set appointments, multi-task, work in a fast paced setting, and interact with clients/customers over the phone as well as in person.

Employment History

One Call Resolution Specialist - Customer Service, Customer Service Representatives

03/2011 - 01/2013

Sears Holdings Corp

Lake Mary, FL

Assisting potential customers with scheduling an appointment for a free consultation for home improvements. Directing calls to the correct department based on customer needs. Delivering the ultimate customer experience.

School Bus Monitor, Transportation Attendants, Except Flight Attendants

09/2007 - 06/2009

Seminole County Public School

Sanford, FL

Duties included ensuring the safety special needs children to and from school while on the school bus.

Appointment Specialist (CSR), Advertising Sales Agents

03/2005 - 09/2007

Sears Holding Corp

Longwood, FL

Duties included setting appointments with existing as well as potential customers for a SEARS rep to come out and give an estimate for house hold upgrades.

Overnight Stocker, Advertising Sales Agents

07/2005 - 03/2006

Wal-Mart Super Center

Sanford, FL

Duties include restocking the shelves and assisting customers with locating a certain item.

Education History

Completion Date	Issuing Institution	Location	Qualification	Course of Study
05/2002	Seminole High School	FL	High School Diploma	Business Management