

LEAH DANIELS  
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## EDUCATION

NOVA Southeastern University  
Fort Lauderdale, FL  
B.S. in Management  
Degree awarded December 2008

## SUMMARY OF QUALIFICATIONS

8 years of management/customer service/travel and sales experience, experienced in the day-to-day operations of a high volume call center and sales.

## WORK EXPERIENCE

2011-Present World Travel Holdings Virtual(Chicago, IL)

### **Travel Professional**

Home based virtual employee, responsible for selling and servicing cruise and land vacation packages for over 35 different brands. Handled numerous incoming calls and placed a minimum of 30% outbound calls per day, including sales and service follow up. Advised domestic and international clients, on experience and price differences for each vacation option and assisted with all aspects of travel including flight arrangements, transfers, tours and hotel options. Placed in top sellers list several weeks selling more than \$50,000 in a 7 day period.

2011 Travel Advantage Network Baltimore, MD

### **Customer Service Representative**

Answered client calls in an inbound call center environment. Conducted periodic promotional outbound call campaigns to advise clients of current specials. Responsible for searching available inventory and matching clients with vacation properties per their reservation request. Handled account cancellation requests and when possible negotiated account re-writes to retain clients.

2010- 2011 The Melting Pot Miami, FL

### **Server**

Responsible for providing "The Perfect Night Out" to all guests, ensuring orders are entered timely and correctly into the Micros system. Check with customers to ensure that they are enjoying their meals and take appropriate action to correct any complaints or requests. Train new restaurant employees on the restaurant's culture and practices.

2009 Jake's Bar & Grill Miami, FL

### **Manager**

Handled all aspects of restaurant management including payroll, employee scheduling, hard goods ordering, cost control, and marketing. Responsible for meeting established budgetary goals and service objectives for the restaurant while maximizing guest satisfaction. Implemented employee coaching and training program; created event proposals and followed through to event completion. Gained cash

management skills involving nightly close out, bank reconciliation, invoice payment and account receivables.

2008-2009 Saks Fifth Avenue, Inc. Miami, FL

***Administrative Assistant***

Managed and created department schedules for 45 Cosmetics associates. Implemented time and attendance tracking system and event goals and recap planning program. Acted as department liaison for vendor events, trainings, and informational meetings. Assisted customers with purchases, returns and credit account concerns. Coached and trained sales associates in the Saks way of selling.

2005-2008 GAINSCO Auto Insurance Miami, FL

***Customer Service Supervisor***

Supervised a team of 50 employees including 4 Assistant Supervisors. Responsible for the day-to-day operation of a high volume call center. Initiated innovative call handling techniques that resulted in a 65 second reduced average wait time for callers. Developed Call quality monitoring and feedback program that improved call quality results 15 points on average. Responsible for all hiring, training, and disciplinary action of CSR's and Supervisors.

2003 - 2004 Convergys Corporation Tallahassee, FL

***Team Leader***

Responsible for day-to-day supervision of a team of up to 25 employees in a high volume call center. Increased overall team quality from 89% to 99% in a 2-week period by instituting weekly call calibration meetings. Developed methods and procedures for call and document handling. Provided Subject Matter Expertise in all aspects of State of Florida sponsored benefit plans.

2000 - 2004 University Center Club FSU Tallahassee, FL

***Server/Skybox Captain/Bar Manager***

Started as a lunch server promoted to skybox captain after 1 year of employment. Coordinated a staff of 14 servers, and 2 bartenders. Arranged all facets of staff scheduling, time card management, and training including the development of written instruction materials. Supervised food and beverage operations for 350 patrons in the main skybox and the satisfaction of 320 individuals in the 16 private skyboxes.

**SKILLS**

Microsoft office programs including Word, WordPerfect, Works, Excel, Power Point, Access, Publisher, Outlook and internet tools. SAP, Siebel, and Salesforce CRM systems. Micro-tel and Avaya call routing systems. Typing 50 wpm.