**Liya Adugna**

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**Norcross, GA 30093**

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**OBJECTIVE** :

* Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals.

**WORK EXPERIENCE**

**Krown Sports** June 2015 – Present

* Customer Service
  + Responded promptly and answered/resolved customer inquiries and complaints.
  + Investigated and resolved service issues and/or product problems.
  + Managed customers’ database accounts, performed customer verification and processed applications, orders and requests.
  + Worked with administration forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
  + Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
  + Supplied customers with written responses and information and followed up on customer communications.
  + Handling customer general ledger accounts and different payment and receivables.

**EDUCATION**

* Bachelor of Health care Management - Clayton state University, GA
* High School diploma – Elizabeth Andrew , GA

**OTHER SKILLS**

* Strong Interpersonal communication skills.
* Problem analysis and problem solving.
* Organizational skills and customer service orientation.
* Adaptability and ability to work under pressure.
* Good understanding and using of computer applications
* Excellent written and spoken English language