‍‍Alisha Byford

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Education

High School Diploma | Creekview High School

* Degree: High School Diploma
* Extra-Curricular: Key Club, FCCLA, CrimeWatchers

Brookhaven College

* Major: Computer Science
* In progress

Experience

Store Support Agent | Signet jewelers | June 2015-Present

* Answered phone calls from stores to assist them with guest issues or computer issues.
* Called guests to let them know of their repair balances and assist them with any issues they may have.
* Audited repairs and their codes to make sure the repairs would go through the vendors correctly.

Scheduling coordinator | censeohealth | July 2013-June 2015

* Worked with different Medicare plans to speak with their members.
* Handled certain customer service issues over the phone.
* Worked to hit daily dial and scheduling goal while taking advantage of OT (when available).

Assistant Store Manager | GameStop | August 2012-July 2013

* Worked with customers to find them their right gaming match.
* Handled customer issues.
* Trained Game Advisors and Senior Game Advisors on their job responsibilities..