Analecia Moore 954-404-3789

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| Highly Motivated Customer Service Representative Seeking a role with a company which will benefit from my positive attitude, high energy, and a genuine desire to assist others along with many other skills such as. | |
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| * Attentiveness * Clear communication skills * Knowledge of the Product | * Patience * Ability to use positive language * Time management skills |
| **Fresh Catch**: Ft, Lauderdale FL  2016-Current  Customer Service   * Coordinate and taking customer orders by phone or in person. * Monitors order clerks to evaluate order-taking performance and to assist in responding to customer inquiries complaints also reviews completed orders for errors or omissions.   Alorica: Fort Lauderdale, FL  2014-2016  Customer Service Representative   * Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed * Building lasting relationships with clients and other call center team members based on trust and reliability.   **Days INN**: Oakland park Ft, Lauderdale FL  2013-2015  Front Desk   * Provided customer service to hotel guests. Greeting guests, issuing room keys, booking reservations, answering questions about hotel amenities, services, and surrounding points of interest, and ensuring customer satisfaction. * Assist our guests efficiently, courteously and professionally in all front office related functions including registration, cashiering and information. | |
| **Motel 6**: Pompano Beach, FL  2009-2013  Customer Service Representative   * Serving guests by modeling excellent service by striving for warm hospitable interactions, as well as, identifying and addressing guest issues. * Guest registration, collecting guest payments, making and confirming guest reservations and maintaining records of assigned and available rooms. * Maintain cleanliness and appearance of front lobby as well as ensure our guests and property team’s safety by being diligent in reporting any safety or security issues. * Managed the standards and procedures of Motel 6 / Studio 6 through effective planning, organization and decision-making. * Supported the team by stepping in to perform any task that was asked of the property team with a willing and servant attitude. | |
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