

# Alonna Hutcherson

Atlanta, GA

[alonnahutcherson6\\_c3z@indeedemail.com](mailto:alonnahutcherson6_c3z@indeedemail.com)

+1 470 896 9175

Willing to relocate to: Atlanta, GA

Authorized to work in the US for any employer

## Work Experience

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### **Consultant**

AT&T - McDonough, GA

August 2021 to November 2021

Assist customers with phone and device sales, focus on monthly commission goal, helping customers with account issues and assisting customers with internet acquisitions.

### **Customer Advocate**

CARVANA - Eastpointe, MI

March 2021 to July 2021

Prepare customers registration and vehicle paperwork. Drive 80% of the shift, dropping off and picking up cars, explaining thoroughly to the customer about the purchase agreement. Also, working in various weather conditions.

### **Associate Manager**

Hertz/Dollar Rent A Car - Farmington Hills, MI

June 2019 to July 2020

Duties include assisting with customer pick-up and delivery, cleaning the interior and exterior of the vehicle, keeping up with fuel receipts, inventory of vehicles, improvising when fleet is low, keeping up with monthly sales; whether it was personal or branch goals, answering phones and using the computer to make/complete customer reservations. Debit and credit card transactions and communicating with body shops and car insurance companies to keep business growing. Dealt with about 50 customers per day.

### **Operations Specialist Lead**

LimeBike - Atlanta, GA

August 2018 to April 2019

Deploy vehicles in areas for customers to use, use smart phone to locate products and work on products, drive company vehicle to deploy/retrieve products, be able to troubleshoot and be a team player. Being able to work on your feet in various types of weather. Help customers when they would have issues with our app or with the actual scooter(s).

### **Vehicle Delivery Technician**

Enterprise Holdings - Romulus, MI

August 2017 to March 2018

Perform in-fleet servicing on new vehicles according to company required procedures and utilizing the delivery checklist, inspect new vehicle deliveries from transporter for damages and/or missing parts,

verify appropriate stickers are attached to vehicle (registration, plates, etc.). Being able to work outside in any type of weather condition and also being a team player.

### **Transporter**

Enterprise Holdings - Oak Park, MI  
June 2016 to July 2017

Drove brand new cars and sold cars to various vendors, dealerships, or other Enterprise locations. Drop customers off to their destination, safely, organize travel route and document gas receipts. Communicate with dispatcher and co-workers about whereabouts and being prepared for the day to be longer than scheduled.

### **Footwear Specialist**

Dicks Sporting Goods - Novi, MI  
February 2015 to August 2015

Made sure customers felt comfortable about expressing their concerns, helping customers get the right shoes and apparel, organizing back stock, provide customers knowledge about equipment. Helping co-workers gain important information when asked questions, becoming more open to different situations. Worked on a commission based position to achieve a specific sales goal. Dealt with about 80 customers per day.

## Education

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### **Associates Degree in Sports Management**

Schoolcraft College - Livonia, MI  
2013 to 2014

### **High School Diploma in College Prep**

Renaissance High School - Detroit, MI  
2009 to 2013

## Skills

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- Microsoft Office, Customer Service, Communication, Problem Solving, Team Work.
- Leadership Development
- Assistant Manager Experience
- Computer Operation
- Mentoring
- Computer Networking
- Guest Services
- Upselling

## Groups

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### **Midnight Golf Program**

September 2012 to May 2013

Learned to network and communicate with jobs, companies, colleges and the higher ups of the company. Played Golf, learned about the game of golf, and built life long friendships and relationships with mentors who can help me later in life.