1801 NE 99th street #6

Vancouver, WA 98665

Nakato Jammeh

(503) 421-5535

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**Highlights of Qualifications:**

* General Office experience
* 5 years providing exemplary customer service experience.
* Honest and friendly with excellent communication skills, both written and verbal.
* Proficient with Microsoft Office Suite as well as Outlook.
* Able to type 60wpm and 10 - Key 7,500 KPH.
* Demonstrates accuracy, attention to detail and ability to work well in a fast-paced environment.
* Able to communicate and interact effectively with individuals of all levels, including clients, co-workers, or management.

**Relevant Experience:**

*Clerical / Receptionist*

* Answered 100 to 300 inbound/outbound calls per day in a kind and professional manner, directed calls to appropriate staff members, and took messages.
* Assisted customers either by telephone, electronically or face to face.
* Multitasked and navigated through various software programs and internet.
* Scheduled and confirmed appointments for clients, customers, or staff.
* Operated office machines, such as photocopiers, scanners, fax machines, voice mail system and personal computers.
* Maintained records, and other time sensitive documents to obtain information needed in responding to request, or solving problems.

*Customer Service*

* Obtained customer information such as name, address, and payment method, and enter orders into computers.
* Enthusiastically and invitingly greeted 50 to 60 customers upon entering establishment, ascertained their wants and needs, and escorted customers to desired location.
* Defused angry or disgruntled customers by being apologetic and understanding of their problem, assessed the situation and the validity of the complaint, and created mediated solution.
* Interacted with customers to provide and process information in response to inquiries, concerns and requests about products and services.

**Job History:**

Call Center Rep. OHSU Portland, OR 02/12 – 03/12

Receptionist Cardinal Services Coos Bay, OR 01/11 – 07/11

Administrative Assistant Westaff Portland, OR 09/08 – 10/08

Guest Relations ProSource Network Beaverton, OR 06/07 – 03/08

Customer Service Rep. Affiliated Computer Services Portland, OR 04/04 –07/05

**Education:**

Diploma Heritage High School Vancouver, WA 2002