

# Benton B. Anestal

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## Objective

A tech-savvy, solution-oriented individual with 1 year of call center experience and 3+ years of experience in customer service experience looking to contribute to a technology organization.

## Education

### Google Cybersecurity Professional Program

REMOTE

Earning CompTIA Security+ and Google CS Cert

May 2023 - Current

### Seminole State College

Longwood, FL

Earned A.S Degree in Science

August 2021 - May 2023

## Work Experience

Acquisitions Specialist | **CHG (Call Center)** (July 2022 – Current)

**Fully Remote Position**

- **Teamwork/Communication:** Collaborated seamlessly with a diverse team of agents and specialists, utilizing Jira for streamlined workflows and delivering high-quality outcomes.
- **Data Entry/Documentation:** Demonstrated exceptional attention to detail and efficiency in managing leads, consistently updating information using the company's CRM system on Podio.com.
- **Interpersonal Skills:** Proactively followed up with assigned leads daily, employing outbound and inbound phone calls. Acted as a reliable point of contact and effective liaison between Capital Homes Georgia and clients, including investors, realtors, and brokers.

**Chick-fil-A** (October 2019 – June 2022)

**Altamonte Springs, FL**

- Shift Supervisor (December 2021 – June 2022)
  - **Communication/Customer Service:** Engaged with customers, team members, and staff while maintaining a positive attitude and providing exceptional customer service. Used Slack to Communicate with fellow leaders outside of work hours.
  - **Quality/Efficiency:** Ensured through critical thinking that food production in the kitchen reached customers in a timely manner; helped increase order accuracy to 96%. Guaranteed that team members maintained proper food quality and kitchen cleanliness.
  - **Data Entry/Documentation:** Managed the completion of SAFE Checklists, Electronic Restaurant Quality Assessments (eRQAs), and nightly inventory counts during night shifts.
  - **Organization/Leadership:** Strategized daily scheduling and team positioning throughout the shift; oriented five or more team members.
- Team Leader (May 2021 - December 2021)
  - **Teamwork/Reliability:** Supported supervisors and managers with kitchen responsibilities, such as food preparation and storage.
  - **Adaptability/Motivation:** Motivated subordinates to maintain compliance with rules and tackle difficult workdays.
- Team Member (October 2019 – May 2021)

## Skills, Certification, & Interests:

- **Technical Skills:** Microsoft Office Suites / Teams, JIRA, Zoom, SharePoint, VS Code, 58+ WPM (Typing), 3+ Years of Customer Service.
- **Certification(s):** Google Foundations of Cybersecurity Certification (2023), Microsoft Office Certification – Word, Excel, PowerPoint (CertiPort)
- **Programming Language(s):** Python and MySQL