

Samantha R. Tyson
35 Militia Street, Cameron, NC 28326
252-347-2635 • tyson.samantha.r@gmail.com
linkedin.com/in/coast2coastchat

OBJECTIVE

Obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service, leadership, sales and telemarketing experience in a challenging environment to achieve the corporate goals.

SKILLS

Appointment Setter
Banking and Finance
Childcare
Customer Service
Data Entry
Food Service
Inventory Control
Janitorial
Order Processing
Management
Payroll
Retail
Sales and Marketing
Telemarketing
Virtual Assistant

EMPLOYMENT HISTORY

Vocal Labs - Survey Administrator - 6/2017 - present

Process surveys, Outbound calls, Data Entry

Ameridial - Service Delivery CSP Home Worker/Team Leader - 3/2017 - 5/2017

Customer Service, Inbound Calls, Outbound calls, Order Processing, Sales, Data Entry

USO - Volunteer Worker - 2/2017 - present

Customer service, assist with various on the job tasks as needed

Oasis Marketing Solutions - Virtual Customer Service Agent - 10/2016 - 3/2017

Customer service, outbound calling, telemarketing, data entry, appointment setting

U-Haul - Center Sales Reservations Agent - 6/2016 - present

Customer Service, Sales, Data Entry, Order Processing, Reservations, Inbound calls

Live Ops - Customer Service Agent - 10/2015 - present

Customer Service, Sales, Inbound calls, Data entry, Order processing, Lead generation

Ameridial - Service Delivery CSP Home Worker/Team Leader - 4/2015 - 8/2016

Customer Service, Inbound Calls, Outbound calls, Order Processing, Sales, Data Entry

Survey Technology & Research - Telephone Interviewer - 11/2015 - 5/2016

Outbound calls, Data entry, Customer Service, Conduct Surveys

ACD Direct - Customer Service Agent - 10/2015 - 6/2016

Customer service, Inbound calls, Data Entry

West At Home/Alorica – At Home Agent – 6/2014 - 11/2015

Customer Service, Inbound Calls, Order Processing, Sales, Data Entry

Cartvertising - Appointment Setter - 8/2015 - 8/2015

Appointment setter B2B, Outbound calls, Data Entry

Teleflora - Seasonal Work At Home Agent - 4/2015 - 6/2015

Customer Service, Inbound Calls, Order Processing, Sales, Data Entry

USA Contact Point - Customer Service Agent - 3/2015 - 5/2015

Customer Service, Inbound Calls, Retention

Guthy Renker - GR Call Center Agent - 3/2014 - 6/2014

Customer Service, Order Processing, Retention, Sales, Data Entry

Convergys - Sales and Service Rep II - 4/2013 - 1/2014

Customer Service, Inbound Calls, Order Processing, Sales, Data Entry

Cybertary - Virtual Assistant - 4/2013 - 6/2013

Administrative Assistant, Appointment Setter, Data Entry, Outbound Calls, Data Entry

Teletech - Customer Service Rep I and II - 10/2011 - 4/2013

Customer Service, Inbound Calls, Order Processing, Sales

Avon - Avon Sales Representative - 06/2010 - 6/2013

Customer Service, Order Processing, Sales

Barefoot Books - Barefoot Books Ambassador - 6/2010 - 12/2011

Customer Service, Order Processing, Sales

ChaCha, ChaCha Search Inc. - ChaCha Guide - 11/2006 - 4/2007

Customer Service, Search Engine Guide.

Self-Employed - Domestic Manager - 5/2000 - Present

Full time college student, Full time mother of six children, Military Spouse

Tesco - Data Collector - Fort Hood, TX - 2/2000 - 3/2000

Data Processor

Specialized Card Services - Harker Heights, TX - Collections Analyst - 9/1999 - 10/1999

Customer Service, Debt Collections

One Price Clothing - Assistant Manager - Killeen, TX - 9/1998 - 4/1999

Banking, Customer Service, Scheduling, Inventory Control, Management, Payroll, Retail

Convergys - Customer Care Associate - Killeen, TX - 10/1996 - 9/1998

Customer Service, Escalation Calls, Inbound Calls, Outbound Calls, Sales, Data Entry

Doctor Arthur Lopez- Billing Clerk - Killeen, TX - 11/1995 - 4/1996
Customer Service, Medical Billing/Coding, Medical Records Filing, Receptionist, Data Entry

MJ Optical - Optical Dispenser - Fort Hood, TX - 10/1995 - 11/1995
Customer Service, Order Processing

Central Texas College - Data Entry Clerk - Killeen, TX - 9/1995 - 10/1995
Banking, Customer Service, Data Entry

Long John Silver's - Food Service Worker - Killeen, TX - 6/1994 - 8/1994
Cashier, Customer Service, Food Service

Autozone - Cashier/Sales Associate - Killeen, TX - 6/1993 - 8/1993
Cashier, Customer Service, Inventory Control, Retail Auto

Aafes Burger King Express - Food Service Worker - Fort Hood, TX - 7/1992 - 11/1992
Cashier, Customer Service, Food Service, Inventory Control

MWR - Administrative Assistant - Fort Hood, TX - 8/1990 - 3/1994
Admin, Banking, Cashier, Customer Service, Food Service, Inventory Control, Payroll

Babysitting/Nanny - 6/1986 - present
Childcare for infants and older children

EDUCATION

Killeen High School 9/1987 - 5/1991
500 North 38th Street
Killeen, Texas 76543

Fayetteville Technical Community College 10/2013 - present
2201 Hull Road
Fayetteville, NC 28303

REFERENCES

Available upon request

MILITARY SPOUSE PREFERENCE

Available upon request