

VERICE SMITH

1027 Peach Ave
Memphis, TN 38105
Email: verice7@aol.com
901-210-2513

Employment History:

Remote

Senior Resource Coordinator

Working Solution

A Place For Mom

Serve as a Senior Resource Coordinator taking inbound and outbound calls assisting families who are seeking senior living or care options for their aging parents. Duties also included data entry, disposition calls using the Five9 software. Set and arrange callback appointments.

Order Placer

Doordash

Serve as an order placer making outbound calls on behalf of the customers. Called restaurants for orders to be to be home delivered. Duties also included data entry, disposition orders when completed.

Customer Service Representative

Arise

Staples

Duties also included sales, inbound calls, knowing and understanding office supplies, document calls and cancel orders when requested. Using website to assist customers with orders.

Chat Agent

Arise

AT&T Chat Service

Duties included chatting with customers about ordering phones and phone services, customer support and sales, etc.

Education:

Jefferson State College

Journalism:

Writing for media and school newspaper research projects. Broadcast Television Production training. Research assistant, training also consisted of Microsoft Office.

References provided upon request.