**ENERGETIC, DEPENDABLE, PASSIONATE**

A self-directed, detail oriented, motivated student with an exceptional work ethic and superb people skills. A proven ability to work well with others and establish enduring and capable relationships with customers and professionally handle any customer service needs.

**EDUCATION**

2015   
**South Broward High School, Dania Beach, FL**  
 GPA 3.16  
Activities:   
- Member of Debate Team, 2013-2015  
- Member of Physics Squad, 2013-2014  
- Student/Teacher Aide, 2014-2015

**EMPLOYMENT HISTORY**

**alorica inc. - work at home June 2020 - Present**

**Workforce West Virginia Unemployment Generalist Call Center Representative**Service following a script to answer general questions for claimants, showing empathy and care or setting up opportunities with Specialists

* Use handbooks, Google or other resources to answer general questions for unemployment claimants.
* Follow a script including a branded opening and closing, show empathy where applicable.
* Set up appointments or live transfers to claim Specialists to further assist claimants with complicated issues, make sure to check in to avoid ghost holds.
* Follow up with the Quality Assurance team and constantly apply any criticism to improve customer service. **t’z toys and games - davie, fl June 2019 - Dec 2019**

**Customer Service Representative/Cashier/Stocker**

Work with customers efficiently and professionally, handling and counting money or change, heavy lifting and organizing.

* Receive, inventory and merchandise assorted collectibles.
* Maintain personable relationships with customers.

**twitch.tv - hollywood, fl Nov 2018 - June 2019**

**Company Affiliate/Streamer**

Provide entertainment and answer inquiries online for a variety of customers.

* Entertain customers in any of multiple different niches attempting to hold viewer retention.
* Stream an assortment of activities maintaining a family-oriented, fun environment.
* Offer support and answer questions for the entirety of the duration of each stream.

**dead draw gaming - richfield, wi Aug 2018 - Jan 2020**

**Social Media Specialist**

Represent a brand professionally and engage on social media platforms while maintaining a fun and amicable environment.

* Engage with various potential customers and fans of a brand through social media to attract and retain intrigue.
* Work in group settings to produce incentivized ways to engage with the brand.

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**t’z toys and games - davie, fl June 2016 - November 2017**

**Customer Service Representative/Cashier/Stocker**

Work with customers efficiently and professionally, handling and counting money or change, heavy lifting and organizing.

* Receive, inventory, and merchandise assorted collectibles.
* Maintain personable relationships with customers.

**pro-play games - miami, fl**  **– Sep 2016 - Sep 2018**

**Social Media Specialist**

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