

Cambreashia Childs

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SUMMARY

Dedicated Customer Service Professional with over 9 years of experience delivering exceptional service, resolving complex issues, and building strong client relationships. Adept at multitasking, problem-solving, and utilizing CRM systems to enhance customer satisfaction. Seeking to leverage my expertise in a dynamic customer service role to contribute to organizational success and exceed customer expectations.

SKILLS

Strong oral and written communication	Proficient in Microsoft Office	Team training and development
Conflict resolution and de-escalation	Suite	Performance management
High customer satisfaction focus	Experienced with CRM systems	

PROFESSIONAL EXPERIENCE

Teachers Retirement System

May 2022 - April 2024

Telephone Counselor Associate II

- Handle 50+ daily calls from TRS members, providing clear and accurate information.
- Resolve 95% of inquiries on the first call, ensuring high levels of satisfaction.
- Interpret and explain TRS rules, laws, policies, and procedures to members.
- Maintain high-performance metrics, consistently exceeding quality and satisfaction targets.

Tata Consultancy Services

December 2021 - April 2022

Workflow Specialist

- Monitored live streaming content, ensuring compliance with customer requests.
- Managed escalations and provided timely solutions, maintaining operational performance.
- Performed bug triage services, effectively resolving streaming and metadata issues.

eBay

January 2021 - August 2021

Payments Customer Service Specialist

- Reviewed and resolved complex payment issues, reducing potential financial risks.
- Provided engaging and compassionate customer service, maintaining high satisfaction.
- Utilized conflict management skills to de-escalate challenging calls.

Realtor.com

November 2020 - February 2021

Consumer Success Representative

- Conducted 150-200 daily outbound calls, achieving a 30% success rate.
- Provided superior customer service through effective listening and questioning.
- Worked collaboratively in a team atmosphere while also excelling independently.

QuikTrip
First Assistant Manager (1A)

May 2014 - January 2021

- Managed a team of 20+ employees, overseeing operations and ensuring excellent service.
- Led staff training, development, and performance evaluations, fostering a positive environment.
- Handled accounting tasks, vendor relations, and inventory management.
- Resolved customer inquiries and concerns, consistently delivering high satisfaction.

EDUCATION

Clayton State University, Morrow, GA
Bachelor of Science in Healthcare Administration
Emphasis: Management
July 2015
